BOLTON CARERS SUPPORT

England & Wales · Charity number 1082166

Details

Status	Registered
Legal form	Charitable company
Company number	03965369
Registered	2000-08-25
Register	View on the Charity Commission register

Contact

Address	Bolton Carers Support The Thicketford Centre Thicketford Road Bolton BL2 2LW
Phone	01204363056
Email	info@boltoncarers.org.uk
Website	www.boltoncarers.org.uk

Activities

Objects: TO PURSUE ANY CHARITABLE PURPOSE TO RELIEVE THE STRESSES EXPERIENCED BY CARERS, IN PARTICULAR BUT NOT EXCLUSIVELY TO EDUCATE THE PUBLIC ABOUT THE ISSUES FACING CARERS AND THE STRESSES EXPERIENCED BY THEM, TO PROVIDE INFORMATION, SUPPORT AND SERVICES TO CARERS AND FORMER CARERS LIVING OR CARING FOR SOMEONE IN THE METROPOLITAN BOROUGH OF BOLTON AND SURROUNDING AREAS

Activities: Bolton Carers Support provides support for local carers over the age of 18 who look after a family member who is elderly, ill or disabled. Support is provided through the following: a carers helpline; information and advice appointments; short breaks; training; benefits advice; newsletter and factsheets. Hidden carers are identified through outreach work and work with GP practices.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Other Defined Groups

Downloaded from opencharities.uk/ew/1082166

Geography

- **Area of benefit:** METROPOLITAN BOROUGH OF BOLTON AND SURROUNDING AREAS
- Bolton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£377,149	£389,122	-	-
2024-03-31	£380,791	£393,287	-	-
2023-03-31	£352,619	£352,373	-	-
2022-03-31	£280,307	£277,625	-	-
2021-03-31	£285,086	£274,942	-	-

Trustees

Name	Role	Appointed
Susan Foster	Chair	2018-02-07
David Ruane		2025-12-10
Frances Ayleen Benischke		2018-10-31
Melanie Bainbridge		2023-10-17
Simon Thompson		2018-10-31
Stephen Williams		2025-12-17
Tracy Lee		2021-07-20
Yvonne Seal		2024-06-25

Downloaded from opencharities.uk/ew/1082166

BOLTON CARERS SUPPORT

England & Wales - Charity number 1082166

Accounts

Company Registration Number *03965369*
Charity Registration Number *1082166*

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2025

Bolton
carers support
supporting you... because we care

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2025

CONTENTS **Page**

Report of the Directors and Trustees		2
1	Reference and administrative details	2
2	Message from the Chair	3
3	Structure, governance and management	4
4	Objectives and activities	5
5	Achievements and performance	7
6	Financial review	18
7	Trustees' responsibilities	19
Independent Examiner’s Report		21
Statement of Financial Activities		22
Balance Sheet		23
Statement of Cash Flows		24
Notes to the Financial Statements		25

Trustees' Report and Financial Statements
For the year ended 31 March 2025

A carer is someone who supports a family member, a relative or a friend who cannot manage on his or her own because of illness, disability, addiction or old age.

There are 5.7 million carers in the UK. This means that around 9% of people are providing unpaid care.

According to the 2021 Census, there are 25,980 carers in Bolton. Of these, 8,601 carers provide 50 hours or more care each week.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy every day – that's £162 billion per year (Petrillo and Bennett, 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/21 received an estimated £164 billion in funding (Petrillo and Bennett, 2023).

Bolton Carers Support identifies hidden carers and provides information on local services, as well as offering a listening ear and emotional support, opportunities for a short break, courses on a range of topics, and benefits advice to help carers maximise their income.

Trustees' Report
For the year ended 31 March 2025

Directors' Report for the purposes of section 417 of the Companies Act 2006 and Trustees' Report for the purposes of part 8 of the Charities Act 2011.

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Bolton Carers Support
Charity Registration:	1082166
Company Registration:	03965369
Registered Office:	Thicketford Centre Thicketford Road Tonge Moor Bolton Greater Manchester BL2 2LW

Trustees:		
	Susan Foster	Chair
	Frances Ayleen Benischke	Vice Chair
	Simon Thompson	Honorary Treasurer
	Harendra Purshotam Mistry	
	Melanie Bainbridge	
	Tracy Lee	
	Ian Bury	appointed 4 March 2025
	Yvonne Seal	appointed 25 June 2024
	David Ruane	resigned 13 May 2025
	Caroline Hilton	resigned 7 May 2025
	Patricia Goodwin	resigned 8 September 2024

Company Secretary:	Georgette Kay
Bankers:	Santander UK PLC Briddle Road Merseyside L30 4GB
Independent Examiner:	Mr Michael Garrett FCA Xeinadin North West Limited 100 Barbirolli Square Manchester M2 3BD

We would like to express our thanks to trustees, David Ruane and Caroline Hilton, who stepped down from their committee roles during this reporting period. We were pleased to welcome back Ian Bury as trustee.

2 MESSAGE FROM THE CHAIR

I am writing this report as the New Chair of Bolton Carers Support (BCS), who has only been in post since Dave stepped down from his position in May.

Looking back over Dave's report from last year, I can see how much BCS have undertaken during this year. The dedication of the staff and the ongoing support of our Trustees and Volunteers has been invaluable in ensuring that we continue to support all our carers.

We are continuing to raise the profile of Bolton Carers Support through our work with the Bolton Carers Integrated Partnership Group. This consists of a group of senior council officials, social workers, healthcare practitioners and other voluntary sector organisations, who are responsible for the strategic planning and delivery of services to all carer groups in the borough. As Chair of BCS I have now also become co-chair of this group and will make sure we are at the front and centre of this planning and delivery process going forward.

We have had challenges to face this year, with several funding streams coming to an end funding has been our priority. I can assure all our carers that staff and trustees are working hard to ensure we get the funding to carry on and deliver the best possible services to our carers. There have been some necessary changes including the reduction of our helpline hours.

Carers Assessment Co Design group. As I have mentioned numerous times previously, BCS were the main protagonists in highlighting with social services that the current format of the unpaid carers assessment was not fit for purpose and needed to be reviewed and overhauled. So we were invited onto the co design team where we brought along a small team of carers, staff and social practitioners to share their knowledge, experiences and frustrations of the current offering. I am absolutely delighted to say that the process has been a massive success, whilst still not quite at the finish line just yet we are at the trialling and training stage and I am sure that unpaid carers will see a huge improvement in the quality, delivery and outcome of the carers assessment process.

Over the year we have seen our group of amazing volunteers grow and grow, allowing us to promote Bolton Carers Support and our activities more widely throughout the borough, allowing us to sign post fellow carers to the benefits and advice they may need.

It was great sadness and immense gratitude, that due to funding ending, we say goodbye to three members of our team: Lynn (Volunteer Coordinator), Christine (Financial Wellbeing Worker) and Peter (Activities Coordinator). A special mention must be given to Peter, who many of you will know, as he has been with BCS since 2007! We wish everyone good health and happiness in their next adventure.

I would like to thank the Staff, Trustees and all our Volunteers for your trust and support of me over these few months and with your continued help we will continue on for another 30 years.

Take Care and look after yourselves

Sue Susan Foster
Susan Foster (Dec 16, 2025 19:12:22 GMT)

Susan Foster
Chair of Bolton Carers Support

Date 16-Dec-2025

3 STRUCTURE, GOVERNANCE AND MANAGEMENT

Registered charity and company limited and guarantee

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 03965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

Membership

Bolton Carers Support is a membership organisation. Full membership is available to carers, former carers and representatives of local groups who have registered with the charity. Associate membership is also available to carers' workers and local, regional and national voluntary and statutory organisations with an interest in carers' issues.

Carers are involved throughout the organisation as trustees and as volunteers. The knowledge and skills carers contribute ensures Bolton Carers Support is carer-led and delivers services carers need.

Governing body

Our governing body, the Board of Trustees (the 'Management Committee'), is responsible for the overall governance, policy and work of the charity, as outlined in our Memorandum and Articles of Association dated 5 April 2000. The Management Committee can have between 3 and 16 members and there is a requirement in the Memorandum and Articles of Association that "the company shall seek to ensure that at all times the majority of Management Committee members are carers".

The trustees are volunteers and do not receive any remuneration for their services but may claim reasonable expenses (such as travel costs) incurred through attending meetings and training sessions or through other duties.

The Management Committee usually meets formally every two months and is responsible for directing the affairs of the charity and ensuring that it is solvent, well run and delivers charitable outcomes for the benefit of carers.

Trustees' appointment, induction and training

Trustees bring a wealth of skills and insight based on their years of caring, and are passionate about improving services and support for carers in Bolton. The charity ensures that anyone interested in standing as a trustee is fully informed of what the role involves. Potential candidates meet with the Chair and Chief Officer before joining the Committee.

Following their appointment, new trustees are given a detailed 'Essential Guide for Trustees' and attend an induction session at the charity's offices. All trustees receive regular correspondence from the charity and are invited to training sessions (on topics such as: role responsibilities and expectations, equal opportunities, safeguarding, finances), planning for the future workshops, and charity events to help keep them up-to-date and engaged in its work.

Organisational structure and decision making

A Human Resources and a Finance Sub-Committee meets regularly to deal with matters relating to policies and procedures, personnel, premises and finance. The Sub-committees are attended by the honorary officers (the Chair, Vice Chair, Honorary Treasurer) and trustees with a particular interest in the remit of the Sub-committees. Minutes of meetings go to the Management Committee for approval.

Management

The Management Committee delegates operational planning and day-to-day management, including financial authority and staff management, to the Chief Officer. The performance of the Chief Officer is overseen by the Management Committee through reports and briefings presented by the Chief Officer, and through regular meetings with the Chair of the Management Committee.

3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The staff team

Chief Officer and Company Secretary	Georgette Kay
Operations Manager	Alison Caunce
Activities Co-ordinator	Peter Harmer - role ended 31 October 2025
Financial Wellbeing Worker	Christine Horrobin - role ended 14 November 2025
Carers Volunteer Coordinator	Lynn Meadowcroft - role ended 8 October 2025
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Khadija Patel
Outreach Worker and Key Worker	Zoe Hill - Outreach role ended 31 October 2025
Key Worker and Health Linkworker	Nireexa Solanki
Health Linkworker	Eleanor Kay
Telephone Befriending Co-ordinator	Laurent Fernandez-Moreno

Public benefit

The trustees have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the public benefit guidance published by the Charity Commission and this is detailed in the Objectives and Activities section of the Trustees Annual Report.

4 OBJECTIVES AND ACTIVITIES

Constitution policies and objectives

Bolton Carers Support provides information, emotional support, training and short breaks to carers over the age of 18 who live in Bolton or who care for someone living in Bolton. A carer is someone who supports a family member, relative or friend who cannot manage on his or her own because of illness, disability, addiction or old age. They do not have to live with the person nor be the only one who does the caring.

The Memorandum and Articles of Association states that Bolton Carers Support's objects are:

> *"To pursue any charitable purpose for the benefit of carers, in particular but not exclusively, to educate the public about the issues affecting carers and the stresses experienced by them, to provide information, support and services to carers living in or caring for someone in the Metropolitan Borough of Bolton".*

Bolton Carers Support has a 31-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 5,465 carers are being supported (as at 31 March 2025).

Our Vision

Bolton Carers Support wants all carers to feel valued and to receive the information, care and support they deserve.

4 OBJECTIVES AND ACTIVITIES (continued)

Our 7 Aims

1. **Carers will be informed, empowered and confident**
2. **Carers will have improved health and well-being**
3. **Carers will experience reduced social isolation**
4. **Carers will be trained and supported to care**
5. **Carers will be financially better off**
6. **Carers will have regular time off from caring**
7. **Bolton Carers Support is a strong and effective carers organisation**

Summary of our main activities

Carers Helpline	Carers can ring the helpline for information or emotional support, as well as for signposting information about aids and equipment, benefits, support groups, help at home, respite care, health services and other topics. The helpline was open 24 hours a day, 7 days a week, including bank holidays, until June 2025. Due to funding, revised helpline hours are Monday to Thursday 10am - 4pm.
Carers Information and Advice Appointments	Information and advice appointments are held at the office so carers can talk face-to-face to a member of staff and discuss their caring situation in detail.
Telephone Befriending	A service that offers carers more regular and personalised support. It allows a carer a regular check-in call to support their wellbeing and carer support for their specific needs.
Carers Contact Newsletter	A free quarterly newsletter is sent to all carers registered with Bolton Carers Support, packed full of useful information on local services, forthcoming events and activities and carers' life stories. The printed quarterly newsletter ended in Spring 2025 due to funding, and has been replaced by an electronic monthly bulletin.
Benefits Advice	Carers are helped to claim any benefits they may be entitled to, with one-to-one appointments offered over the telephone and in person. This service ended in November 2025.
Short Breaks	A wide variety of group breaks (of a few hours duration - meals out, day trips, visits to places of interest) are arranged for carers to have some respite from their daily responsibilities. The Activities Coordinator funding ended October 2025. However, we will continue to offer opportunities to bring carers together, and funding is being sought to offer the most we can.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being. Due to the Activities Coordinator post ending, we will offer opportunities where we can.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support. There will be a change to this offer due to the Outreach Worker role ending.
Awareness-raising	Our outreach work raises awareness about carers, identifies 'hidden carers', and promotes Bolton Carers Support's services.
Work with health and social care professionals	Bolton Carers Support works with partners on joint initiatives to help identify, support and refer carers. Carers' issues are highlighted within a range of local plans and strategies.

Please see our website www.boltoncarers.org.uk for more information and recent updates on services offered.
X @boltoncarers
Facebook @boltoncarers

5 ACHIEVEMENTS AND PERFORMANCE

Identifying carers

Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation; looking after their partner, parent or child. They may not realise help is available. We identify hidden carers as this is the first step to getting support.

As part of our commitment to raise awareness about our work, we link into many local networks and meetings to ensure we keep up to date with local developments as well as sharing information about our service to encourage referrals from other groups and organisations.

During the year we identified 530 new carers through talks and presentations, information displays at events, social media, and referrals from partner organisations. The total number of carers registered with Bolton Carers Support and receiving regular information at 31 March 2025 is 5,465.

Support and advice

Information, support and advice form the cornerstone of Bolton Carers Support. Carers who contact the helpline receive information and advice, and can often be referred or signposted onto other organisations for additional support.

Our Carers Information and Advice Service, covers our helpline, website, information and advice appointments, and newsletter. Our partnership with Careline provided by Bolton at Home, enabled the helpline to be open 24 hours a day, 7 days a week and on bank holidays, ensuring that carers can access support and advice at a time when they most need it. However, due to funding, the operating times have been revised to Monday - Thursday 10am - 4pm.

The nature of the calls/queries/concerns have been varied, but the complexity continues to increase. Calls to the helpline can be varied in length. We also communicate by email and text messages.

* 5712 enquiries from carers were handled in the year, as well as a significant number of enquiries from professionals/partners.

* The Carers Contact newsletter was mailed/emailed out four times during this year, with an average of 4,106 issues sent out each time.

<u>Outreach Work to identify hidden carers in the community included:</u>

<u>Zoom Groups:</u>

- Carers Quiz Zoom Group - 27 sessions
- Creative Wellbeing Zoom Group - 10 sessions

<u>Carer drop in activities:</u>

- Tonge Moor Carers Zoom Group and in person meetings - 33 sessions
- Westhoughton Carers Hub Meetings - 10 sessions
- Little Lever Christ Church Group - 33 sessions
- Kearsley Carers Hub - 6 sessions
- The Bridge Hub, Bradshaw Road - 8 sessions
- The Bridge Church, Horwich - 6 sessions
- The Mill Coffee Shop, Breightmet - 8 sessions
- Withins UCAN - 3 sessions
- Breightmet Library - 3 sessions

<u>Presentations to Professionals/Community Groups:</u>

- Neighbourhood Meeting Greenway - 3 sessions
- U3A
- Parkinsons Support Group
- Physio Team Breightmet
- Prostate Cancer Group
- Women's Institute Astley Bridge
- Jigsaw
- Precious Gems

5 ACHIEVEMENTS AND PERFORMANCE (continued)

- Home Instead
- Age UK Little Lever
- Lever Chambers Neighbourhood Leads
- Parent Carers Pre-School Group
- Benefits Info Zoom Meeting
- Think Ahead Trainee Social Workers x2 sessions

Regular Groups Attended:

- Precious Memories - 14
- Post Diagnostic Support Group - 7
- Senior Solutions - 1
- Kings Church Wellbeing Event - 3
- Carers Roadshow with Home Instead - 4 (Blackrod, Westhoughton, Harwood, L/Lever)
- Community Connect - 3
- Octagon Carers Morning - 4

Presentations & Events:

- Castel Hill Event - 3 sessions
- Macmillan Info Day - 2 sessions
- Little Lever Library
- UCAN Pop-Up Little Lever
- Women's Health Day Event
- Deane UCAN
- BCS Carers Xmas Meal
- Westhoughton Carers Xmas Meal
- Tonge Carers Xmas Meal
- Hollingworth & Entwistle with Tonge Moor Carers
- BCS AGM & Carers Week Info Day
- Team Away Day
- Safeguarding Training
- Line Dancing Group - 2 sessions
- Cover for Nam Ploy Carer Meal

Unlocking Wellbeing in Bolton (UWIB)

Unlocking Wellbeing is a 3-year project which started 1st January 2023.

The project includes a Key Worker role hosted by Bolton Carers Support, initially working in Breightmet. The purpose of the role is to identify and support carers, connect them to the health and care system and understand their issues/themes and feed their learning into a Steering Group to effect change. A key focus of this element is working to understand the local community, ensuring that we get the basics right and ensuring that when a carer presents to a service 'no door is the wrong door' and they would receive the support they need. Key Workers support individual carers and link into wider initiatives in neighbourhoods including Community Champions and Social Prescribers to make best use of existing networks. The past year has involved listening to carers, understanding their needs, and providing opportunities for connection, relaxation, and recognition.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Key Issues Identified:

Through 1-1 conversations, wellbeing events and Carers Hub carers shared some of the daily challenges and barriers they face.

Isolation & Loneliness

Carers often described a deep sense of isolation, a breakdown in friendships and a feeling of loneliness even with many people around them.

Mental and Physical Wellbeing

Many carers reported worsening physical and mental wellbeing. The emotional pressure and stress of caring without respite was clear.

Financial Pressures

Many carers we spoke to told us they face significant financial hardship, often having to reduce or give up paid work while struggling to cover the rising costs of care and household expenses, this frequently led to emotional burnout.

Barriers to Services

Often carers find accessing healthcare was a major concern, appointment times, unable to get through to their GP and not being able to leave the person they cared for were all issues frequently spoken about by carers.

Emotional Pressure & Guilt

Carers frequently told us they put their needs last, with guilt and exhaustion recurring in many of the conversations we had.

Wellbeing Events

Our community based Wellbeing events are held at The Mill Coffee Shop Kings Church in Breightmet one of our key areas. They are held approximately every 3 months and are in response to the challenges that carers face. Each of our events

- Free refreshments and a welcoming, relaxed space
- A time to 'breathe' and take a moment for themselves
- Creative arts and activities for mental wellbeing
- Health checks and informal chats with Bolton's Health Practitioners
- Financial information and advice/signposting
- Conversations with staff, volunteers and other carers - 'someone to talk to'

Carers have repeatedly told us how much these sessions helped them feel noticed and valued – a rare break from their daily responsibilities.

Referral Pathways & Holistic Support

When carers are identified through our outreach hubs or wellbeing events, we actively refer and encourage carers to tap into the wider support available through Bolton Carers Support, this includes -

- Access to our benefits advisor for benefits advice and financial support
- Telephone befriending service to reduce isolation
- Short courses and wellbeing groups focused on confidence, self-care, and coping skills
- Short breaks and respite opportunities with other carers
- Practical workshops covering issues like emergency planning, digital skills, and carers' rights

This holistic approach recognises that caring impacts every part of the carer's life – emotionally, physically, socially, and financially. By providing person centred support, we're able to meet carers individual needs in ways that feel practical, accessible and meaningful.

Carers often tell us that they didn't know this kind of help existed. That first connection – whether it was through our wellbeing event, a chat at a carer's hub, or a referral from another professional – can be life-changing.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Networking & Raising Awareness

Part of the Outreach role is to strengthen relationships with other professionals across healthcare and the voluntary sector. This partnership working is vital -

- It raises awareness of carers' experiences, needs and gives a voice to their challenges
- We can identify 'hidden carers'
- Partnerships create stronger referral pathways across organisations
- Improved communication and collaboration between professionals and organisations

This work helps ensure unpaid carers are not passed between services or overlooked – but instead, supported in a coordinated and compassionate way.

<u>UWIB Carers Hubs & Events Attended</u>

- The Mill Carers Hub - 8 sessions
- Christ Church L/Lever - 16 sessions
- Parkinsons Event
- Alastair Medical Practice - 3 sessions
- Breightmet Library - 3 sessions
- Coffee Morning at Blackrod Cricket Club
- Dementia Group - Prevision
- Neighbourhood Leads Meeting
- Carers Wellbeing Morning - King's Church - 3 sessions
- Harwood Library - Information Stand - 8 sessions
- BCS Key Workers & Project Coordinator Introduction Meeting
- Carers Week Information Sharing Day
- Meeting with Neighbourhood Leader (East) Kelly Wray
- Carers' Coffee Morning with Bolton Solidarity Community Association
- Withins UCAN Neighbourhood Meeting
- Unlocking Wellbeing Meeting
- Services Catch Up Neighbourhood Meeting
- Carers Support, Health, Wellbeing and Disability Awareness Event
- Harwood Church - Prostate Cancer Support Group Talk
- North Neighbourhood Partners Meet and Greet
- Blackshaw Community Hub - School
- Harwood Event
- Alastair Medical Practice
- Harwood Methodist Church - 11 sessions
- Coffee Morning Octagon - 5 sessions
- Asian Elders' Resource Centre Annual Celebration Event 2024 'UNITY IN THE COMMUNITY'
- Albert Hall
- Stadium
- Holiday Inn Event
- Hospital - 5 sessions
- Wellbeing Event
- All Souls Event

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Telephone Befriending Service

The telephone befriending service has been running for 5 years and has supported over 300 carers since its inception.

There continues to be a steady flow of referrals, 68 new carers have been contacted during this year, averaging just under 6 a month. In this period 51 carers have left the service. The majority of these come from within Bolton Carers Support. Carers are identified by the helpline staff as requiring more frequent contact. There has been a steady flow of referrals from the social prescribers based in GP services.

Befriending relationships have been started this year with 68 carers and, as of today, there are 99 active relationships. Each relationship varies both in length of call and depth of conversation. Most carers receive a fortnightly call which, on average, lasts for about 30 minutes, but there are 5-minute check-ins and calls that last over an hour depending on the needs of each carer.

There is no time limit to the length of relationship; that depends on the individual. Some are quite brief, usually if referred by a third party, whilst others are open-ended. The first carer contact continues to have regular contact and has become a trustee with BCS.

Carers referred into the befriending service tend to be identified as having more ongoing complex needs — mental health, bereavement and loss, lack of family support, loneliness self-identified, change to relationship. They have a need for friendship/communication/contact – people have felt lonely. They are communicated with as the person that they are. There is no emotional attachment so they can just be themselves – sharing their present, past and future. Carers are being supported with use of compassion-based therapy techniques and goal setting.

Volunteer Co-ordinator

Volunteering is at the heart of everything we do at Bolton Carers Support, and it's been another incredible year of growth, connection, and contribution.

Following our volunteer inductions, we received some lovely feedback from new volunteers:

- "Very informative."
- "Thank you very much for this pleasant session and for making us feel welcome and useful."
- "Everything has been very well explained."
- "Very good comprehensive information. Illuminating on Bolton Carers Support and the scope of the organisation. Thank you, Lynn."
- "Very interesting information."
- "I have a better understanding of the volunteer role."
- "Good to meet the team and learn about their roles."
- "Nice to meet the other volunteers today."
- "Excellent session, which I would recommend to others."
- "Very interesting meeting, well informed, now know what my volunteer role is about."
- "It was useful, informative, and necessary."
- "Information was enough for an initial session."

From our ongoing volunteer feedback forms, volunteers shared what their experience means to them:

What does volunteering at BCS give back to you?

- "Satisfaction in knowing that I may have helped someone feel better." - Gerard
- "I gave back a listening ear, shared connections to different activities and events, offered companionship and support." - Tracy
- "A sense of connection and giving back to the community." - Jane
- "Made me feel useful." - Gill
- "A good feeling, knowing I have made a difference." - Kath
- "Rewarding to help in any way." - Mavis
- "An insight into what goes on behind the scenes. I didn't realise there are so many organisations helping people in need." - John
- " A sense of belonging, comradeship, and being valued." - Peter

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Would you recommend volunteering to others?

- "Definitely - it's so rewarding and makes such a difference." - Tracy
- "Yes, it's a way of continuing their skills." - Christine
- "The feel-good factor. It helps you make a difference and make new friends." - Kath
- "Yes, it gets you out, helps you connect with others and make friends." - John
- "Yes, it's very worthwhile to help others." - Mavis

Why did you choose to volunteer with BCS?

- "As a carer and a cared-for person, I needed something to give me a break from the caring role." - Peter

Activities and Achievements

- We held **two volunteer induction sessions**, welcoming a total of **23 new volunteers**.
- We ran **regular Volunteer Catch-Up Meetings**, attended by **51 volunteers** (with many attending multiple sessions). These included a festive Christmas party and a special **'Thank You' event during Volunteers' Week in June 2024**.
- Our hospital information sessions at the Royal Bolton Hospital were a big success, with **14 sessions** delivered by a dedicated group of **38 volunteers** (some attending multiple times).

Volunteers led a wide range of activities for carers, including:

- Line dancing - 20 sessions
- Writing group - 30 weekly sessions
- Cookery classes - 2 sessions
- Christmas craft sessions - 3 sessions
- Relaxation sessions - 4 sessions
- Weekly craft group - 4 sessions
- Our hardworking newsletter team of 6-8 volunteers contributed to the packing and distribution of four issues:
  - May 2024 - 4,058 newsletters
  - September 2024 - 4,229 newsletters
  - November 2024 - 4,014 newsletters
  - February 2025 - 4,042 newsletters

This adds up to a remarkable 16,343 newsletters printed, packed, labelled, and franked by hand – a testament to the dedication of our team.

We are incredibly proud of everything our volunteers have contributed. Whether supporting carers face-to-face, helping behind the scenes, or simply offering a listening ear, every single volunteer has made a meaningful impact.

We want to end by saying a heartfelt thank you to our amazing volunteers – your time, energy, and kindness make all the difference. You are truly the heart of Bolton Carers Support, and we value and appreciate everything you do.

Benefits Advice Service

The Benefit Advice Service offers carers the practical help and advice to claim the benefits they are entitled to support them in their caring role. Carers were given access to information with help to identify potential benefit entitlements to assist with a caring role, a telephone appointments service initially offered advice, with pre booked personal appointments available for practical form completion.

The service was delivered in the office and at outreach venues with follow-up appointments available to support benefit applications for the carers or the cared for person. Visits were conducted by arrangement on a privacy basis at specific outreach facilities, to assist carers in a discreet environment supporting forms completion, avoiding delay in benefit payments impacting on the care needs.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Benefit reviews were also supported when there was a change in circumstance, such as hospital discharge with benefits stopped or re awards delayed creating an urgent financial pressure on the caring role. Occasional home visits were also undertaken, for a 'quick fix' to support a benefit review claim or to deal with additional financial support needs with help provided via Household Support Fund budget allocation with food vouchers and items, or with referrals support to the local welfare provision or other charities for financial hardship.

A continuing office benefit telephone service supported enquiries including communications about benefit awards with letters received from DWP, explanations of awards, assisted benefit reviews, reconsiderations, appeals advice and supported changes to benefit entitlement. Carers received further support regarding benefit decisions to be made concerning a caring role by the provision of estimates/calculations to further support family decisions with explanations of Gov.uk guidance, managing expectations of current benefit legislation. Carer conversations were held for people seeking benefit advice whilst still working with balancing a caring role and for those approaching retirement age seeking information regarding pensions entitlements with disability and caring responsibilities.

The financial wellbeing side of this role also included taking an active part in attending community services events representing BCS, attending the Bolton inter -agency forum along with other organisations hosted by Bolton Council at the quarterly group meeting, to discuss and communicate benefit service delivery and changes that may impact upon Bolton carers. Networking with National charities, local church community groups, veterans' organisations, Bolton Council Community service and the DWP Communications local service for the delivery of benefit support, financial help and housing support for the residents of Bolton including Carers.

The BCS benefit role was an active member of a working party with Age Uk for Bolton services who provide financial and benefit claims, working in partnership with these agencies BCS has provided the support required for the interests of registered carers.

Total number of carers assisted with the project

- Telephone Appointments - 212
- Personal Appointments - 68
- Outreach Appointments & enquiries seen - 14
- Emergency Home Visits - 2
- Workshop Benefit Support - 44

The benefit gains and savings in this reporting period are £453,647.91

Council tax savings for the period are £23,793.78

In total, the yearly awarded funds through vouchers/items via cost-of-living funding was £1,520

(This included food vouchers/ white good vouchers, additionally slow cookers, air fryers, flasks, blankets and socks distributed.)

Activities for carers (outings/events & workshops)

We continued to deliver a range of outings, events and workshops giving carers an opportunity for a break and to address building confidence, tackling isolation and loneliness and also developing skills to help carers in their caring role.

The following table outlines the respite breaks delivered over the 12-month period:

Event	Date	Type of event	Carers attending	Comments
Planning your future workshop	17th Apr 2024	Learning Day	13	
Easter meal Holiday Inn	18th Apr 2024	Carer & Cared For	33	Plus 31 cared for
Bolton Little Theatre	22nd Apr 2024	Carers Event	25	
Wellbeing & Mindfulness workshops x4	April / May	Learning Day	56	4 x 14 per workshops
Carers Writing Group	April / Oct	Learning Day	12	Weekly workshops
Halle @ Bridgewater Hall	15th May 2024	Carers Event	29	
Line Dancing Workshops	June / Oct	Carers Event	14	Monthly

5 ACHIEVEMENTS AND PERFORMANCE (continued)

History Walk	11th June 2024	Carers Event	18	
Blackedge Brewery Tour	11th May 2024	Carers Event	19	
Male Carers Meal	3rd July 2024	Carers Event	12	
RHS Garden Bridgewater	9th July 2024	Carers Event	26	
Tai Chi Workshops x 6	July / Aug	Learning Day	15	workshops
Achari Indian Restaurant	22nd Aug 2024	Carers Event	28	
Summer Meal Holiday Inn	29th Aug 2024	Carer & Cared For	34	Plus 32 cared for
Sound Relaxation Workshop	19th Sept 2024	Learning Day	10	
Wellbeing & Relaxation Workshops x 4	Oct	Learning Day	12	workshops
Flower Display Workshops x 3	Oct	Learning Day	9	workshops
Imperial War Museum North	10th Oct 2024	Carers Event	19	
History Walk	29th Oct 2024	Carers Event	18	
Planning your future	30th Oct 2024	Learning Day	12	
Halloween Meal Holiday Inn	31st Oct 2024	Carer & Cared For	30	Plus 28 cared for
Palliative Care and End of Life workshop	5th Nov 2024	Learning Day	8	
Men's Carer Group	6th Nov 2024	Carers Outing	7	
Nam Ploy Restaurant	13th Nov 2024	Carers Outing	29	
Planning your future	27th Nov 2024	Learning Day	10	
Christmas Floristry 1	28th Nov 2024	Learning Day	12	
Men's Carers Group	4th Dec 2024	Carers Outing	12	
Christmas Floristry 2	5th Dec 2024	Learning Day	12	
Christmas Crafts Workshop 1	5th Dec 2024	Learning Day	10	
Carer Christmas Meal	9th Dec 2024	Carers Outing	40	
Christmas Floristry 3	12th Dec 2024	Learning Day	12	
Christmas Crafts Workshop 2	12th Dec 2024	Learning Day	10	
Carer & Cared For Christmas Lunch	17th Dec 2024	Carer & Cared For	42	Plus 38 cared for
Christmas Crafts Workshop 3	19th Dec 2024	Learning Day	10	
Men's Carers Group	9th Jan 2025	Carers Outing	7	
Boundary Mill Outing	22nd Jan 2025	Carers Outing	20	
Men's Carers Group	6th Feb 2025	Learning Day	7	
Financial Wellbeing Workshop	26th Feb 2025	Learning Day	12	
Cookery on a budget workshop 1	27th Feb 2025	Learning Day	12	
Men's Carers Group	6th Mar 2025	Carers Outing	6	
Cookery on a budget workshop 2	6th Mar 2025	Learning Day	12	
Ten Pin Bowling	17th Mar 2025	Carers Outing	16	
Cookery on a budget workshop 3	20th Mar 2025	Learning Day	12	
			429	
Carers Week Information Day	13th Ju 2024	General event	124	
AGM and Carers Rights Day event	21st Nov 2024	General event	117	
			241	
		Total Engagement	**670**	

Health Linkworkers

Accelerated Reform Funding starting December 2024 for 12 months, enabled a partnership with Age UK Bolton, to identify carers through Age UK Bolton's Home for Hospital project. This has also enabled BCS to raise awareness of the support available to Bolton carers within the hospital.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Funding

We, once again, wish to express our gratitude to The National Lottery Community Fund, Bolton Council, Eric Wright Charitable Trust, the People's Health Trust (funded by Health Lottery North West) and CVS Bolton's Fund for continued funding for supporting our work. We have also welcomed funding from the Provincial Walsh Trust and Accelerating Reform Fund.

We are very proud to say that through thorough background work and research, we achieved 100% success in funding applications submitted during the year. Despite the value of one of the applications being reduced due to high competition, we maintained a financial success rate of 91% on applications submitted. During the year we secured funding to produce a short film to accompany our Moving on Book, a relatively small project that has widespread impact, telling the stories of carers during the lockdown periods of the pandemic.

Your participation in our partnership lottery with Bolton Hospice has resulted in another valuable donation. This is an easy way for you to help both of us, and the hospice, and also have the chance to win a substantial prize for yourself. We are also receiving disbursements from Easy fundraising and would urge you to sign up for this very simple, free way to help us raise income.

As part of our efforts to diversify income sources, Simon, our Treasurer, ran the Manchester Marathon, raising £1,250 to help continue our work. We will always welcome those of you wishing to undertake a personal challenge, we can support with setting up fundraising pages and spreading the word, however, we are unable to organise or insure events due to resource limitations. Your support of our Winter raffle and fundraising activities raised close to £1,000, a much valued boost to Bolton Carers Support.

As always, we continue to build on the trust our funders have shown in us to continue delivering what you, as carers, need and are building partnerships and networks to ensure our work aligns with local and national strategies for carers whilst ensuring we don't lose our ability to offer our friendly and personalised touch to all support we provide.

Appreciation of volunteers

The contribution made by carers and former carers who are volunteers is enormous. Volunteers help staff members with: newsletter mail-outs; events for carers; and deliver workshops and craft activities. The staff and trustees wish to thank all our volunteers.

Feedback from carers

'The food, bingo and quiz were just the tonic we needed. Thank you.'

'What a great night we all had at Blackedge Brewery. Met new friends and we had a fabulous time. Thanks for sorting the visit.'

'Really not sure what we carers would do without you at Bolton Carers Support.'

'Just a note to thank you for a lovely, well -organised event. You are always a terrific host and everyone really enjoyed themselves!'

'Thank you! I don't need support at present but really appreciate being in the loop and I thank you all very much for all you do to support carers.'

'I enjoy my chats and am able to talk about things that are getting me down, things that I have done which are enjoyable or, on the other hand, everyday tasks that I have struggled to cope with.'

5 ACHIEVEMENTS AND PERFORMANCE (continued)



5 ACHIEVEMENTS AND PERFORMANCE (continued)

'Thanks for the up-to-date information and for speaking to me like a human being.'

'Appreciate you taking the time to listen and not judge me. I feel so much calmer and better about myself. I was getting worked up just before you rang. Feel better knowing I can ring for guidance or just a friendly voice.'

'He is a very good listener. If I am not certain about something, then he will do his best to find out for me. I can pour out all my problems, especially those that I face caring for my husband. He is a very nice person, very understanding. He is, in my opinion, very good at his job.'

"Although I can't get to coffee mornings and events because I am busy looking after my son. It is reassuring that I can speak to someone if I have any problems and it is very nice to be able to have a chat with someone on the phone."

'Really enjoy using the befriending service. I can laugh or cry. They listen and give any advice to help the situation. Good for mental health to be able to speak to someone who listens to me. It is never a miserable phone call. I laugh a lot but I am able to get rid of any stress that's hanging about. A very good service."

'I love my chats. I can moan, cry & laugh. He can't solve my caring problems but sharing them gives me a new lease of life. We talk about events in our lives- this reminds me that there is still life and laughter out there."
I can say anything that is on my mind even the negative thoughts. He will remind me that I am not alone or awful because others think & say the same in my position. He also reminds me to try & think about my needs which I do neglect.'

'The trip to see the Halle at Bridgewater Hall was fantastic.'

6 FINANCIAL REVIEW

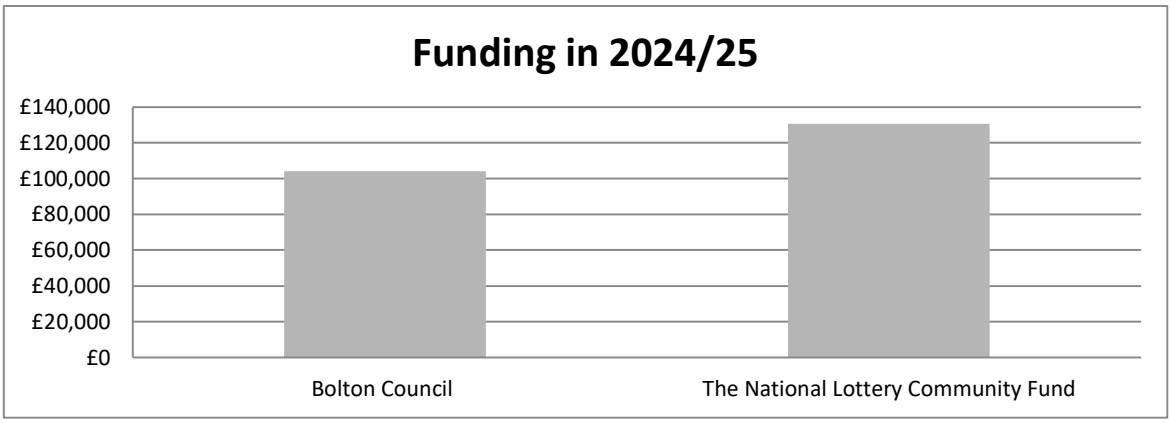
The 2024-2025 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- **Bolton Council (Adult Services)** – which funds the helpline and information service and Telephone Befriending service.
- **The National Lottery Community Fund** – which funds the Connected and Informed Service and the Unlocking Wellbeing project.

The trustees wish to thank all our funders for their support.



- Bolton Council **£104,285**
- The National Lottery Community Fund **£130,606**

7 STATEMENT OF TRUSTEES RESPONSIBILITIES

Compliance with Accounting Standards

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no information relevant to these financial statements of which the charitable company's independent examiner is unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Internal controls and risk management

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, including financial controls. The charity's systems of internal controls are designed to provide reasonable assurance against material financial misstatement or loss to the charity.

Trustees examined the major strategic, business and operational risks which the charity faces and a formal risk management process is in operation across the charity, with a risk management policy and disaster recovery plan in place, and reviewed and updated annually. Potential risks are assessed as to their likelihood and impact and the consequent actions necessary taken to manage those risks. Other management processes in place include:-

- regular review of financial management reports comparing income and expenditure with agreed budgets and year-end forecasts;
- ongoing review of a reserves policy that takes account of the risks of streams of income and expenditure; and
- regular review of insurance cover to take account of potential risks (such as business continuity).

The trustees are satisfied that appropriate actions are being taken to manage risk and that the charity's internal controls comply with the guidelines issued by the Charity Commission.

Liabilities

In the event of the company winding-up, members and those who have ceased to be a member within one year of such an event have guaranteed the liabilities of the company to the sum not exceeding one pound each.

7 STATEMENT OF TRUSTEES RESPONSIBILITIES (continued)

Investment policy and objectives

The trustees invest surplus funds in high rate deposit accounts until required for the charity's use.

Reserves policy

The trustees have established a reserves policy to ensure the charity's continued financial stability and ability to meet its charitable objectives. The policy considers the nature of the charity's income and expenditure streams, the need to maintain sufficient working capital to meet ongoing commitments, and the potential risks to future income.

The charity aims to hold unrestricted reserves at a level sufficient to:

- meet short-term obligations and unforeseen expenditure,
- provide adequate working capital to support day-to-day operations, and
- enable the charity to respond to opportunities or financial challenges without disrupting key activities.

In determining the appropriate level of reserves, the trustees review annually the financial forecasts, risk register, and commitments of the charity. The trustees consider it prudent to maintain unrestricted reserves at a level that is sufficient to protect the charity against fluctuations in income, unforeseen costs, and other financial risks, thereby ensuring the ongoing delivery and sustainability of the charity's services.

Where reserves fall below or exceed this level, the trustees will implement a plan to restore reserves to the target range over a reasonable period, taking into account the charity's operational and strategic priorities.

Going Concern

The trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

The trustees report was approved by the Management Committee and signed on its behalf by:

Susan Foster
Susan Foster (Dec 16, 2025 19:12:22 GMT)

Susan Foster
Chair of Bolton Carers Support

Date 16-Dec-2025

Independent Examiner's Report to the Trustees of Bolton Carers Support
As at 31 March 2025

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Bolton Carers Support ('the charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act;
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Use of my report

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.



Mr Michael Garrett FCA
Xeinadin North West Limited
100 Barbirolli Square
Manchester
M2 3BD

Date 16-Dec-2025

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2025

	Note	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
INCOME		**£**	**£**	**£**	£
Income from donations and legacies					
- Core income		**12,360**	**-**	**12,360**	31,590
- CCG development fund		**32,734**	**-**	**32,734**	
Investment Income	**3**	**6,616**	**-**	**6,616**	8,769
Income from charitable activities	**4**				
- Bolton Council		**-**	**104,285**	**104,285**	124,428
- The National Lottery Community Fund		**-**	**130,606**	**130,606**	125,724
- E Wright		**-**	**38,975**	**38,975**	23,596
- The Bolton Fund		**-**	**25,150**	**25,150**	48,250
- Warburtons		**-**	**1,232**	**1,232**	8,768
- Other charitable activities		**-**	**25,191**	**25,191**	9,666
Total income		**51,710**	**325,439**	**377,149**	380,791
EXPENDITURE					
Expenditure on charitable activities	**5**				
- Establishment cost		**71,183**	-	**71,183**	46,320
- Bolton Council		**-**	**104,285**	**104,285**	121,692
- The National Lottery Community Fund		**-**	**133,075**	**133,075**	133,258
- E Wright		**-**	**24,539**	**24,539**	23,596
- The Bolton Fund		**-**	**25,150**	**25,150**	48,932
- Warburtons		**-**	**1,232**	**1,232**	8,768
- Other charitable activities		**-**	**25,191**	**25,191**	7,645
- Governance costs	**6**	**4,467**	**-**	**4,467**	3,076
Total expenditure		**75,650**	**313,472**	**389,122**	393,287
Net income (expenditure)	**7**	**(23,940)**	**11,967**	**(11,973)**	(12,496)
Gross transfers between funds	**16**	**(2,469)**	**2,469**	**-**	-
Net movement in funds		**(26,409)**	**14,436**	**(11,973)**	(12,496)
Funds at 1 April 2024		**69,244**	**-**	**69,244**	81,740
Funds at 31 March 2025		**42,835**	**14,436**	**57,271**	69,244

Balance Sheet
As at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	**11**	**177**	131
Current assets			
Debtors	**12**	**33,424**	11,363
Cash at bank and in hand		**128,004**	191,137
		161,428	202,500
Creditors: amounts falling due within one year	**13**	**(104,334)**	(133,387)
Net current assets		**57,094**	69,113
Net assets		**57,271**	69,244
Funds			
Restricted funds	**16**	**14,436**	-
Unrestricted funds	**16**	**42,835**	69,244
Total funds		**57,271**	69,244

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2025 and of its net income for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The financial statements on pages 23 to 30 were approved by the Board of Trustees :

Susan Foster (Dec 16, 2025 19:12:22 GMT)
Susan Foster
Trustee

Date 16-Dec-2025

Simon Richard Thompson (Dec 16, 2025 20:26:02 GMT)
Simon Thompson
Trustee

Date 16-Dec-2025

Statement of Cash Flows
For the year ended 31 March 2025

	2025	2024
	£	£
Net cash flow from operating activities	**(63,051)**	(57,512)
Cash flow from investing activities		
Purchase of tangible fixed assets	**(82)**	-
Net cash flow from investing activities	**(82)**	-
Change in cash and cash equivalents in the year	**(63,133)**	(57,512)
Cash and cash equivalents brought forward	**191,137**	248,649
Cash and cash equivalents carried forward	**128,004**	191,137
Cash and cash equivalents consists of:		
Cash at bank and in hand	**128,004**	191,137
Net cash flow from operating activities		
Net income (expenditure)	**(11,973)**	(12,496)
Depreciation	**36**	80
(Increase) decrease in debtors	**(22,061)**	(8,307)
(Decrease) Increase in creditors	**(29,053)**	(36,789)
	(63,051)	**(57,512)**

Notes to the Financial Statements
For the year ended 31 March 2025

1 General information

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

2 Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations is included in the accounts for the period in which payment was received.

Investment income comprises of interest, and is accounted for on a receivable basis.

Grants and contract income receivable is credited to the SOFA in the period in which the charity becomes entitled to receive the grant. Grants which are for a specific future period are deferred to that period.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure is recognised when it is incurred and is reported gross of related income on the following basis:

- Costs of generating funds comprise costs associated with attracting voluntary income and the costs of other income generated.
- Charitable expenditure comprises direct expenditure including direct staff costs attributable to its activities. Where costs cannot be directly attributable, they have been allocated to activities on a basis consistent with the use of resources as described below.
- Governance costs, including those incurred in the governance of its assets and are directly associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation on fixed assets is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixtures and Fittings	15% straight line
Computer Equipment	25% straight line

At each balance sheet date, the company reviews the carrying amounts of its fixed assets to determine whether there is any indication that any items of tangible fixed assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Fund balances

Unrestricted funds are incoming resources receivable or generated for the objects of the charity, without restriction, and are available as general funds to be applied as the charity sees fit.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs and other post-retirement benefits

The charitable company contributes to Stakeholder pension schemes chosen by individual employees. Contributions payable to the stakeholders pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

Bolton Carers Support is a registered charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

3	**Investment Income**	**Unrestricted 2025 £**	**Restricted 2025 £**	**Total 2025 £**	Total 2024 £
	Deposit account interest	**6,616**	**-**	**6,616**	8,769

4	**Income from charitable activities**	**Unrestricted Funds 2025 £**	**Restricted Funds 2025 £**	**Total Funds 2025 £**	Total Funds 2024 £
	Bolton Council	**-**	**104,285**	**104,285**	124,428
	The National Lottery Community Fund	**-**	**130,606**	**130,606**	125,724
	E Wright	**-**	**38,975**	**38,975**	23,596
	The Bolton Fund	**-**	**25,150**	**25,150**	48,250
	Warburtons	**-**	**1,232**	**1,232**	8,768
	Other charitable activities	**-**	**25,191**	**25,191**	9,666
		-	**325,439**	**325,439**	340,432

Notes to the financial statements

For the year ended 31 March 2025

5 Expenditure

	Basis of allocation	Establishment cost	Bolton Council	The National Lottery Community Fund	E Wright	The Bolton Fund	Warburtons	Other charitable activities	Governance costs	2025 Total	2024 Total
		£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities											
Wages & Salaries	Direct	52,790	82,835	92,157	21,258	391		18,912		**268,343**	266,674
Employers NI	Direct	6,625	6,100	7,845	1,793	25		935		**23,323**	16,322
Pension Costs	Direct	5,197	5,792	6,451	1,488	27		1,181		**20,136**	18,105
Database	Direct	1,535		1,088			167			**2,790**	1,656
Event Costs	Direct	181		12,287		1,853	200	1,115		**15,636**	10,187
Insurance	Direct	19		795						**814**	774
IT Costs	Direct	3,481		1,072			356			**4,909**	5,606
HR & Recruitment	Direct	1,526						117		**1,643**	2,056
Recharges - Operational Costs	Direct	(14,348)	9,558	(891)		2,713	509	2,459		**-**	-
Rent	Direct	(5,478)		1,041						**(4,437)**	4,172
Office Equipment Depreciation	Direct	36								**36**	80
Operating Lease Payments	Direct	2,503								**2,503**	1,680
Other expenses	Direct			29		936				**965**	2,597
Printing, postage & stationery	Direct	11,553		9,196						**20,749**	18,925
Telephone	Direct	3,252		1,651						**4,903**	4,566
Travel, subsistence & expenses	Direct	2,093		354		331		472	111	**3,361**	2,840
Vouchers	Direct					18,874				**18,874**	25,020
Subscriptions	Direct	150								**150**	90
Bank Charges	Direct	68								**68**	70
Financial management										**-**	8,791
Independent examination									4,356	**4,356**	3,076
TOTAL - 2025		**71,183**	**104,285**	**133,075**	**24,539**	**25,150**	**1,232**	**25,191**	**4,467**	**389,122**	393,287
TOTAL - 2024		46,320	121,692	133,258	23,596	48,932	8,768	7,645	3,076		

6 **Governance costs**	**2025**	2024
	£	£
Unrestricted Expenditure		
Accountancy and independent examination fees	**4,356**	2,804
Trustee expenses	**111**	272
	4,467	3,076

7 **Net income (expenditure)**	**2025**	2024
	£	£
Net incoming resources are stated after charging:		
Independent examiner's fees	**4,356**	2,804
Depreciation of tangible fixed assets	**36**	79

8 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

9 Staff costs

No employee received remuneration in excess of £60,000.

10 Trustee remuneration and expenses

None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £111 (2024: £231) were paid during the year.

11 **Tangible fixed assets**	**Fixtures & fittings**	**Computer equipment**	**Total**
Cost or valuation	**£**	**£**	**£**
At 1 April 2024	26,767	16,355	43,122
Additions	82	-	82
At 31 March 2025	26,849	16,355	43,204
Depreciation			
At 1 April 2024	26,636	16,355	42,991
Charge for the year	36	-	36
At 31 March 2025	26,672	16,355	43,027
Net book value			
At 31 March 2025	**177**	**-**	**177**
At 31 March 2024	131	-	131

12 **Debtors**	**2025**	2024
	£	£
Trade Debtors	**26,592**	-
Other Debtors	**-**	4,531
Prepayments and Accrued Income	**6,832**	6,832
	33,424	11,363

13 **Creditors: amounts falling due within one year**	**2025**	2024
	£	£
Trade Creditors	**2,296**	1,512
Other Creditors	**54,367**	21,382
Accruals	**5,671**	14,100
Deferred income (note 13)	**42,000**	96,393
	104,334	133,387

14 Movement in deferred income

Funds	**Balance at 1 April 2024 £**	**Released to income £**	**Deferred in year £**	**Balance at 31 March 2025 £**
NHS Bolton CCG	-	-	42,000	42,000
Bolton Council	-	-		-
E Wright	74,734	(74,734)	-	-
Warburton	15,099	(15,099)	-	-
Cultured Carers	1,490	(1,490)	-	-
Peoples Health Trust	5,070	(5,070)	-	-
	96,393	**(96,393)**	**42,000**	**42,000**

Notes on deferred income

At 31 March 2025, deferred income of £42,000 (2024: £96,393) represents funding received in advance of the related expenditure. This amount relates to the CCG grant, which had been received prior to the year end for project activities scheduled to take place after the balance sheet date. In accordance with the Charities SORP (FRS 102), this income has been deferred until the charity becomes entitled to the funding through delivery of the specified activities in the following financial year.

15 Pension commitments

The company operates a defined contributions scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £18,094 (2024 - £15,053).

Notes to the Financial Statements
For the year ended 31 March 2025

16 Movement in funds

	Note	Balance at 1 April 2024	Income	Expenses	Transfers	Balance at 31 March 2025
Restricted funds:		**£**	**£**	**£**	**£**	**£**
Bolton Council	i.	-	104,285	(104,285)		-
The National Lottery Community Fund	ii.	-	130,606	(133,075)	2,469	-
E Wright	iii.	-	38,975	(24,539)		14,436
The Bolton Fund	iv.	-	25,150	(25,150)		-
Warburtons		-	1,232	(1,232)		-
Other charitable activities		-	25,191	(25,191)		-
		-	325,439	(313,472)	2,469	14,436
Unrestricted funds:						
General funds		69,244	51,710	(75,650)	(2,469)	42,835
Total funds		**69,244**	**377,149**	**(389,122)**	**-**	**57,271**

Notes on restricted funds

i. Bolton Council (Adult Services) funds the Helpline and Information Service, and Time for You project.
ii. The National Lottery Community Fund have funded a new grant to continue the Carers Health and Well Being Project starting on 1st November 2019 and ending on 31st October 2022. This has been extended to 2025.
iii. Funding from Eric Wright Charitable Trust has been used to fund the Fundraising Development Officer Post.
iv. Bolton Community and Voluntary Service (CVS) have funded the Bolton Leadership Project, and additional Benefits Advice Officer hours.

Notes on unrestricted funds

Unrestricted general funds are those which the board of trustees may use in the pursuance of the charity's objectives and are expendable at the discretion of the trustees.

Notes on transfer of funds

Transfers between restricted and unrestricted funds were made in accordance with the Charities SORP (FRS 102) to ensure that expenditure was properly met from available resources. Specifically, unrestricted funds were applied to cover an overspend on restricted projects where the terms of the restricted income had been fully met and no further funding was available, reflecting trustees' responsibility to ensure the continued delivery of charitable activities in line with overall charitable purposes.

17 Analysis of total funds

	General Funds	Restricted Funds	31 March 2025	31 March 2024
Analysis by type of asset and liability	**£**	**£**	**£**	£
Tangible fixed assets	177	-	177	131
Net current assets	42,658	14,436	57,094	69,113
	42,835	**14,436**	**57,271**	69,244

18 Employees and Directors

The average number of employees during the period was 12 (2024: 12)

BOLTON CARERS SUPPORT

England & Wales - Charity number 1082166

Accounts

Company Registration Number *03965369*
Charity Registration Number *1082166*

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2024

Bolton carers support
supporting you... because we care

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2024

CONTENTS **Page**

Report of the Directors and Trustees		2
1	Reference and administrative details	3
2	Message from the Chair	4
3	Structure, governance and management	5
4	Objectives and activities	6
5	Achievements and performance	8
6	Financial review	18
7	Trustees' responsibilities	19
Independent Examiner's Report		21
Statement of Financial Activities		22
Balance Sheet		23
Statement of Cash Flows		24
Notes to the Financial Statements		25

A carer is someone who supports a family member, a relative or a friend who cannot manage on his or her own because of illness, disability, addiction or old age.

There are 5.7 million carers in the UK. This means that around 9% of people are providing unpaid care.

According to the 2021 Census, there are 25,980 carers in Bolton. Of these, 8,601 carers provide 50 hours or more care each week.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy every day – that's £162 billion per year (Petrillo and Bennett, 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/21 received an estimated £164 billion in funding (Petrillo and Bennett, 2023).

Bolton Carers Support identifies hidden carers and provides information on local services, as well as offering a listening ear and emotional support, opportunities for a short break, courses on a range of topics, and benefits advice to help carers maximise their income.

Directors' Report for the purposes of section 417 of the Companies Act 2006 and Trustees' Report for the purposes of part 8 of the Charities Act 2011.

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Bolton Carers Support	
Charity Registration:	1082166	
Company Registration:	03965369	
Registered Office:	Thicketford Centre Thicketford Road Tonge Moor Bolton Greater Manchester BL2 2LW	
Trustees:	David Ruane	Chair
	Sue Foster	Vice Chair
	Simon Thompson	Honorary Treasurer
	Enid Brooks	resigned 5 February 2024
	Harendra Purshotam Mistry	
	Frances Ayleen Benischke	
	Caroline Hilton	
	Tracy Lee	
	Ian Bury	resigned 16 August 2023
	Yvonne Seal	appointed 25 June 2024
	Melanie Bainbridge	appointed 17 October 2023
	Patricia Goodwin	appointed 17 October 2023; resigned 8 September 2024
Company Secretary:	Georgette Kay	
Bankers:	Santander UK PLC Briddle Road Merseyside L30 4GB	
Independent Examiner:	Mr Michael Garrett FCA Xeinadin North West Limited 100 Barbirolli Square Manchester M2 3BD	

We would like to express our thanks to trustees Ian Bury, Trish Goodwin and Enid Brooks, who stepped down from their committee roles during this reporting period.

2 MESSAGE FROM THE CHAIR

I am writing this report as I come to the end of my third year as Chairman of the board of trustees at BCS and those three years have absolutely whizzed by and seem more like three months instead of three years. It has certainly been an eventful, challenging and rewarding period .When I first took on the role I had a vision of a slightly different and more strategic direction for BCS that I felt was going to be necessary if we wanted to continue for another thirty years of growing and developing our range of care and support for the unpaid carers of the borough. I am pleased and proud that whilst we still face a lot of hard work and some challenging decisions ahead, the profile of BCS and what we do is rising not only with unpaid carers but with the statutory sector, healthcare professionals and other voluntary sector organisations. This is due to our commitment and recognition that to succeed and survive in these difficult times we need to work collaboratively and openly with our partners and stakeholders and over the past twelve months we are able to demonstrate and quantify that commitment through some of the following work.

The Unlocking Wellbeing project, funded by the National Lottery, that BCS is the lead organisation on and is partnered by Bolton Wanderers in the Community, The Octagon Theatre, Bolton Solidarity Community Association and Bolton CVS has settled into a productive period of identifying and supporting unpaid carers and will continue to be a major piece of work for the team at BCS.

Carers Assessment Co Design group. As I have mentioned numerous times previously, BCS were the main protagonists in highlighting with social services that the current format of the unpaid carers assessment was not fit for purpose and needed to be reviewed and overhauled. So we were invited onto the co design team where we brought along a small team of carers, staff and social practitioners to share their knowledge, experiences and frustrations of the current offering. I am absolutely delighted to say that the process has been a massive success, whilst still not quite at the finish line just yet we are at the trialing and training stage and I am sure that unpaid carers will see a huge improvement in the quality, delivery and outcome of the carers assessment process.

Bolton Carers Integrated Partnership Group, this consists of a group of senior council officials, social workers, healthcare practitioners and VCSE organisations that is responsible for the strategic planning and delivery of services for all age carer groups in the borough, as this is a statutory requirement under the Care Act there is a weight of responsibility to being a part of this group and once again I extremely pleased and proud that BCS were asked to lead the group and take on the Chairperson role. As I am Chair of BCS that responsibility will fall on me, and BCS will be front and centre of this planning and delivery process in the future.

Whilst we are obviously pleased and excited to be involved and lead in all of this work we cannot hide from the fact that next year we face a couple of major funding streams coming to an end that could potentially jeopardise or even end our participation in these projects if appropriate levels of funding cannot be identified. Even with this uncertainty hanging over the organisation I can give my sincere promise that everyone at BCS, staff and volunteers alike will continue to deliver the best possible services for those who need it most and for that I would like to end, as always, with a massive Thank You to all the staff and volunteers who continually exceed expectations in all they do to make that promise possible.

Take Care,



David Ruane
Chair of Bolton Carers Support
Date 20/11/24

3 STRUCTURE, GOVERNANCE AND MANAGEMENT

Registered charity and company limited and guarantee

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 03965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

Membership

Bolton Carers Support is a membership organisation. Full membership is available to carers, former carers and representatives of local groups who have registered with the charity. Associate membership is also available to carers' workers and local, regional and national voluntary and statutory organisations with an interest in carers' issues.

Carers are involved throughout the organisation as trustees and as volunteers. The knowledge and skills carers contribute ensures Bolton Carers Support is carer-led and delivers services carers need.

Governing body

Our governing body, the Board of Trustees (the 'Management Committee'), is responsible for the overall governance, policy and work of the charity, as outlined in our Memorandum and Articles of Association dated 5 April 2000. The Management Committee can have between 3 and 16 members and there is a requirement in the Memorandum and Articles of Association that "the company shall seek to ensure that at all times the majority of Management Committee members are carers".

The trustees are volunteers and do not receive any remuneration for their services but may claim reasonable expenses (such as travel costs) incurred through attending meetings and training sessions or through other duties.

The Management Committee usually meets formally every two months and is responsible for directing the affairs of the charity and ensuring that it is solvent, well run and delivers charitable outcomes for the benefit of carers.

Trustees' appointment, induction and training

Trustees bring a wealth of skills and insight based on their years of caring, and are passionate about improving services and support for carers in Bolton. The charity ensures that anyone interested in standing as a trustee is fully informed of what the role involves. Potential candidates meet with the Chair and Chief Officer before joining the Committee.

Following their appointment, new trustees are given a detailed 'Essential Guide for Trustees' and attend an induction session at the charity's offices. All trustees receive regular correspondence from the charity and are invited to training sessions (on topics such as: role responsibilities and expectations, equal opportunities, safeguarding, finances), planning for the future workshops, and charity events to help keep them up-to-date and engaged in its work.

Organisational structure and decision making

A Human Resources and a Finance Sub-Committee meets regularly to deal with matters relating to policies and procedures, personnel, premises and finance. The Sub-committees are attended by the honorary officers (the Chair, Vice Chair, Honorary Treasurer) and trustees with a particular interest in the remit of the Sub-committees. Minutes of meetings go to the Management Committee for approval.

Management

The Management Committee delegates operational planning and day-to-day management, including financial authority and staff management, to the Chief Officer. The performance of the Chief Officer is overseen by the Management Committee through reports and briefings presented by the Chief Officer, and through regular meetings with the Chair of the Management Committee.

3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The staff team

Chief Officer and Company Secretary	Georgette Kay
Operations Manager	Alison Caunce
Activities Co-ordinator	Peter Harmer
Welfare Benefits Adviser	Christine Horrobin
Carers Volunteer Coordinator	Lynn Meadowcroft - appointed 10 October 2023
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Khadija Patel
Carers Information and Advice Service Assistant	Sharon Fairbrother - ended 27 June 2024
Outreach Worker and Key Worker	Zoe Hill
BAMER Outreach Worker and Key Worker	Nireexa Solanki - BAMER Outreach Worker role ended 7 May 2024
Telephone Befriending Co-ordinator	Laurent Fernandez-Moreno

* Finance Support supplied by TACCOUNTS (NW) LTD - ended 30 November 2023

Public benefit

The trustees have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the public benefit guidance published by the Charity Commission and this is detailed in the Objectives and Activities section of the Trustees Annual Report.

4 OBJECTIVES AND ACTIVITIES

Constitution policies and objectives

Bolton Carers Support provides information, emotional support, training and short breaks to carers over the age of 18 who live in Bolton or who care for someone living in Bolton. A carer is someone who supports a family member, relative or friend who cannot manage on his or her own because of illness, disability, addiction or old age. They do not have to live with the person nor be the only one who does the caring.

The Memorandum and Articles of Association states that Bolton Carers Support's objects are:

> *"To pursue any charitable purpose for the benefit of carers, in particular but not exclusively, to educate the public about the issues affecting carers and the stresses experienced by them, to provide information, support and services to carers living in or caring for someone in the Metropolitan Borough of Bolton".*

Bolton Carers Support has a 30-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 5,284 carers are being supported (as at 31 March 2024).

Our Vision

Bolton Carers Support wants all carers to feel valued and to receive the information, care and support they deserve.

4 OBJECTIVES AND ACTIVITIES (continued)

Our 7 Aims

1. **Carers will be informed, empowered and confident**
2. **Carers will have improved health and well-being**
3. **Carers will experience reduced social isolation**
4. **Carers will be trained and supported to care**
5. **Carers will be financially better off**
6. **Carers will have regular time off from caring**
7. **Bolton Carers Support is a strong and effective carers organisation**

Summary of our main activities

Carers Helpline	Carers can ring the helpline for information or emotional support, as well as for signposting information about aids and equipment, benefits, support groups, help at home, respite care, health services and other topics. The helpline is open 24 hours a day, 7 days a week, including bank holidays.
Carers Information and Advice Appointments	Information and advice appointments are held at the office so carers can talk face-to-face to a member of staff and discuss their caring situation in detail.
Telephone Befriending	A service that offers carers more regular and personalised support. It allows a carer a regular check-in call to support their wellbeing and carer support for their specific needs.
Carers Contact Newsletter	A free quarterly newsletter is sent to all carers registered with Bolton Carers Support, packed full of useful information on local services, forthcoming events and activities and carers' life stories.
Benefits Advice	Carers are helped to claim any benefits they may be entitled to, with one-to-one appointments offered over the telephone and in person.
Short Breaks	A wide variety of group breaks (of a few hours duration - meals out, day trips, visits to places of interest) are arranged for carers to have some respite from their daily responsibilities.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support.
Awareness-raising	Our outreach work raises awareness about carers, identifies 'hidden carers', and promotes Bolton Carers Support's services.
Work with health and social care professionals	Bolton Carers Support works with partners on joint initiatives to help identify, support and refer carers. Carers' issues are highlighted within a range of local plans and strategies.

Please see our website www.boltoncarers.org.uk for more information
X @boltoncarers
Facebook @boltoncarers

5 ACHIEVEMENTS AND PERFORMANCE

Identifying carers

Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation; looking after their partner, parent or child. They may not realise help is available. We identify hidden carers as this is the first step to getting support.

As part of our commitment to raise awareness about our work, we link into many local networks and meetings to ensure we keep up to date with local developments as well as sharing information about our service to encourage referrals from other groups and organisations.

During the year we identified 551 new carers through talks and presentations, information displays at events, social media, and referrals from partner organisations. The total number of carers registered with Bolton Carers Support and receiving regular information at 31 March 2024 is 5,284.

Support and advice

Information, support and advice form the cornerstone of Bolton Carers Support. Carers who contact the helpline receive information and advice, and can often be referred or signposted onto other organisations for additional support.

Our Carers Information and Advice Service, covers our helpline, website, information and advice appointments, and newsletter. Our partnership with Careline provided by Bolton at Home, enables the helpline to be open 24 hours a day, 7 days a week and on bank holidays. This ensures that carers can access support and advice at a time when they most need it.

The nature of the calls/queries/concerns have been varied, but the complexity continues to increase. Calls to the helpline can be varied in length. We also communicate by email and text messages.

* 6143 enquiries from carers were handled in the year, as well as a significant number of enquiries from professionals/partners.

* The Carers Contact newsletter was mailed/emailed out four times during this year, with an average of 4,763 issues sent out each time.

<u>Outreach Work to identify hidden carers in the community included:</u>

<u>Zoom Groups:</u>

- Carers Quiz Zoom Group - 21 sessions
- Creative Wellbeing Zoom Group - 22 sessions

<u>Carer drop in activities:</u>

- Tonge Moor Carers Zoom Group and in person meetings - 25 sessions (now back to meeting in the UCAN full time)
- Westhoughton Carers Hub Meetings - 7 sessions
- Little Lever Christ Church Group - 14 sessions
- Little Lever Precious Gems Group - 9 sessions
- Kearsley Carers Hub - 9 sessions
- The Bridge Hub, Bradshaw Road - 8 sessions
- The Bridge Church, Horwich - 4 sessions
- Walking Group - 15 sessions

<u>Presentations to Professionals/Community Groups:</u>

- Carers Rights Day & AGM
- Pulmonary Fibrosis Support Group
- Sevadal Hindu Group
- BHAI Hindu Group - 3 sessions
- Senior Solutions - 4 sessions
- Carers Christmas lunch
- Post Diagnostic Support Group (Memory Assessment Team) - 4 sessions

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Regular Groups Attended:

- Precious Memories - 9
- Post Diagnostic Support Group - 6
- Senior Solutions - 2
- Kings Church Wellbeing Event - 3
- Carers Roadshow with Home Instead - 1
- Community Connect - 2
- Octagon Carers Morning - 5

Presentations & Events:

- Voice Project – 2
- Home Instead - 4
- Lever Chambers Networking
- Warburtons
- Bolton University Event
- Smithills Wellbeing Session
- Tonge Cricket Club Over 50's
- Aphasic Group
- Withins UCAN Locality Launch
- Bolton Hospice Carers Group
- Sapphire Partnership
- Carer Champion Meeting
- MacMillian Event
- MacMillian Coffee Morning
- Withins UCAN Wellbeing Morning
- U3A
- Cancer Awareness Meeting
- Bolton College Staff Wellness
- St Chads U3A
- Veterans Group
- Village Voices
- Age UK L/Lever
- BCS Carer Xmas Meal
- Westhoughton Carers Hub Xmas Meal
- Tonge Carers Hub Xmas Meal
- BCS AGM

Unlocking Wellbeing in Bolton

Unlocking Wellbeing is a 3-year project which started 1st January 2023.

The project includes a Key Worker role hosted by Bolton Carers Support, initially working in Breightmet. The purpose of the role is to identify and support carers, connect them to the health and care system and understand their issues/themes and feed their learning into a Steering Group to effect change. A key focus of this element is working to understand the local community, ensuring that we get the basics right and ensuring that when a carer presents to a service 'no door is the wrong door' and they would receive the support they need. Key Workers support individual carers and link into wider initiatives in neighbourhoods including Community Champions and Social Prescribers to make best use of existing networks.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Events taken place so far:

Kings Church events – 2 sessions
Breightmet Library – 2 sessions
Red Lane Primary School
Dunstan GP Surgery
Breightmet Library
Withins UCAN Centre

Faith and Cultural Calendar Project

This project involved planning and delivering thirteen diverse cultural events in twelve months. Some carers who had not engaged with our services, came together to join events such as a faith tour and Chinese New Year. Cultural awareness and competency training was also delivered to all staff members.

We have shared information about different cultures accompanying stories. We held an Eid celebration where people from Pakistan, Indian and Somalian communities attended. They shared their own experiences on how they celebrate Eid. A number of carers made new friendships with other carers throughout this project. We had one carer who would like to attend the Temple again this year specially for the dance festival which she has learned in a Navratri dance workshop. Also, she has made a friend from the Temple so she could visit again for other festivals too.

We worked with other partners and organisations to deliver some of the events, such as Bolton Library, Octagon Theatre, Bolton Hindu Forum, Somali community, Asian Elders association, Bolton Wanderers in Community, Interfaith organisation, Emmanuel Church, Shree Swaminarayan Mandir, KrishnaTemple, Bolton Mosque, Bolton Hindu Forum, Bolton police, and King's Church.

International Yoga Day – 14 people

'I really enjoyed it, it is really calmed me and cheered me up especially being outside it made all the difference'

'Thank you so much. Enjoyed the relaxation under the shade of a beautiful tree. X'

'I have had a very stressful day yesterday; carer role tested my passions. I booked half day leave to attend for self care. It has been wonderful, beautiful surroundings, lovely groups, light yoga followed by excellent meditation. Birds singing, it was fabulous. Thank you ☺x'

Eid celebration – 27 people

'Fantastic event so inclusive interesting and friendly. A real mood lifting. Thank you.'

'I liked it so much I am glad I came. I liked everything, it was so good. Thank you so much '

'Good to know about different cultures and religions'

'Very relaxing and interactive day'

Raksha Bandhan Celebration – 35 people

'Enjoyed it was good enjoyed the bracelet ceremonies & saree wearing. Food was delicious'.

'A wonderful event with lots of interesting activities. Thank you for sharing your cultural and celebration with us today. X'

'Brilliant day, learned about new cultures. Thanks you'

Faith Tour Celebration - 7 people

'Enjoyed the visit to all the places. Found the people in each places very informative. The Hindu temple was beautiful. Definitely worth the effort of organising to allow me to leave my husband for whom I care to be looked after'

'It was a really good morning. I learned a lot at all three venues and it gave me a chance to talk about potential school visits. I have made a document with the contact details of all three places of worship which should make it easier another time. All the best with in your work with Bolton carers. I can see the benefit of what you do'.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Harvest celebration – 20 people

'I have enjoyed the session. Was great to get in touch with my creative side again 😊'

'Very enjoyable adventure took me to my childhood days. Thank you for the day.'

'My first visit. Lovely people and great craft and fun. I will definitely come again is possible'.

'Enjoyed very much. Nice people and good company. Very pleasant and good craft activities. I hope to come again.'

Navratri Workshop – 18 people

'Although I wasn't able to stay long due to work. It is wonderful to see folks together enjoying & learning & meeting friends. Would like you to do more events like this for carers. Thank you 😊'

'Thank you very much! I enjoyed it a lot. I needed that. Lots of fun and lovely people. Thanks. x'

'Wonderful experience – need more practice- everyone very friendly and helpful. Thanks you x'

'It was good atmosphere, really enjoyed dance and cultural thanks'.

Navratri celebration – 3 people

'Hi thanks for a lovely experience again. So much colour and celebration and so interesting'

'I thoroughly enjoyed taking part in the Navratri event. Everyone was welcoming and friendly. I enjoyed learning more about Hinduism. It was also a great opportunity to apply what I had learnt in the dance workshop. The dancing was great fun! Thank you very much for the opportunity'.

Diwali celebration – 10 people

'I really enjoyed the Event . I met with one of my caseload Carers to discuss progress and was able to offer a Carer some

'I thought the open day was very interesting and very informative. It was great to find out more about Diwali and it was lovely to see the inside of the temple. There was so much food in the temple! I enjoyed the sweets.'

'It was different experience on the day'

Kite celebration – 25 people

'What an amazing morning after such a festive time caring for dad. Well worth booking ½ day leave from work for some much needed 'ME' time. Venue, cake, drinks, company, artist, information sharing was wonderful. THANK U so much' 😊

'Excellent morning well organised. Enjoyed making the kite. Lovely talking to other ''carers'' Thank you' 🤍

'Thoroughly enjoyed learning how to make a kite' 😊

'What a wonderful morning – sun shine outside and in as people made kites of so many different designs and colours. Cake and coffee pause then time to sew on the tail…thinking about the tales we can tell all others who have missed out on such a marvellous experience. Many thanks'

Chinese New Year – 11 people

'Meeting new people. Never been to Chinese New Year, very enjoyable. First big crowed since covid! Really enjoyed it. Thank you for the snacks & especially the gift'.

'Insight into Chinese culture rewarding time out. Well organised event. Very friendly organizer.'

'Feel confident coming out on my own with support from staff & others carers. Enjoyed the day & made new friends.'

'I have learnt the Chinese culture. I have never been to the Chinese New Year before – most enjoyable'.

'Just wanted to say thank you for organising the trip yesterday. I really enjoyed it! I appreciate it must have been stressful for you , but your lovely nature shone through. Thank you again.'

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Holi celebration – 25 people

'Thank you for invite this Holi festival, really enjoyed, different people to meet and share views. Thanks.'

'Met new people found out about other events. Great event, forgot the 'real world' for a while.'

'Thank U for a fabulous cultural season. Very therapeutic & opportunity to meet & make friends. Release, creativity 😊'

'Thank you, great opportunity, to meet people loved painting & block painting. Time to lose myself & have a fun x'

Easter celebration – 54 people

'Meeting other carers and sharing stories, knowing each of us are going through same of the some issues and knowing were not on our own. The relaxation and reiki was beneficial as it grounded me and helped me to relax and breath sometimes not realising I was not breathing! Ha ha .. these sessions continue as it is certainly helped me through the stress that is ongoing at the moment caring for a family member. Thank you.'

'This is something I have looked forward to as it is only time I can just relax and not worry about my husband. I really enjoyed it. Thank you everyone. My blood pressure must go down when I come here. Feel so much better'.

'Huge difference provided me for much needed TIME OUT for me. Helps my emotions wellbeing. Having time for art & crafts find it very therapeutic. Hand massage & relaxation aids to my selfcare which honestly goes of my the window while caring for Dad. Thank U so much for a wonderful morning. Made me feel so much better.'

Cultural awareness and competency comments:

'Engaging and eye opening'

'Brilliant session, thank you Nireexa. Useful, informative and FUN!'

'Thank U for a fabulous cultural season. Very therapeutic & opportunity to meet & make friends. Release, creativity 😊'

'Enjoyed every minute. Very well presented. Very interesting. Learned a lot. Thank you.'

Telephone Befriending Service

The telephone befriending is now fully established. There have been over 250 referrals in the two years since the service started. There continues to be a steady flow of referrals, usually around 4 a month. The majority of these come from within Bolton Carers Support. Carers are identified by the helpline staff as requiring more frequent contact.

Befriending relationships have been started this year with 50 carers and, as of today, there are 80 active relationships. Each relationship varies both in length of call and depth of conversation. Most carers receive a fortnightly call which, on average, lasts for about 30 minutes but there are 5 minute check-ins and calls that last over an hour.

There is no time limit to the length of relationship, that depends on the individual. Some are quite brief, usually if referred by a third party, whilst others are open ended. The first carer contact continues to have regular contact.

Carers referred into the befriending service tend to be identified as having more on-going complex needs - mental health, bereavement and loss, lack of family support, loneliness self-identified, change to relationship. They have a need for friendship/communication/contact – people have felt lonely. They are communicated with as the person that they are. There is no emotional attachment so they can just be themselves – sharing their present, past and future. Carers are being supported with use of compassion-based therapy techniques and goal setting.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Volunteer Coordinator Report

The Volunteer Coordinator joined Bolton Carers Support in October 2023, in response to the identified need for dedicated recruitment and support of volunteers. Over the past five months, significant progress has been made in establishing robust foundations for volunteer recruitment and support. Key achievements include the development and implementation of a comprehensive volunteer induction programme.

During this period, we have successfully recruited 12 new volunteers, increasing our total volunteer team to 34, including the 22 existing volunteers. Our new recruits bring a diverse range of skills and experiences, and they have proposed several new activities to support unpaid carers, which we look forward to implementing in the near future.

The Volunteer Coordinator has also forged valuable connections with Bolton CVS and has participated in several important meetings and training sessions. These include training on Safeguarding in the VCSE Sector and an Introduction to Equality, Equity, Diversity & Inclusion, which are essential for ensuring our volunteer practices are inclusive and safe.

In December, we organised a Christmas 'Thank You Celebration' for our volunteers, featuring a buffet lunch and a Christmas quiz. This event was a token of our gratitude for the unwavering dedication and commitment our volunteers have shown throughout the year.

A heartfelt thank you to our entire team of volunteers for their invaluable contributions, including their assistance with our quarterly newsletter and various events. Your time and effort are greatly appreciated, and we truly value your ongoing support.

Benefits Advice Service

Our Benefit Advice Service, funded by both the National Lottery Community Fund and The Bolton Fund, continued to offer carers practical help and advice to claim benefits. Within this reporting year we have had a change of staff team as the Bolton Fund ended in November 2023, which meant that it was necessary to revise the role mid- year and merge the financial wellbeing and Benefit roles.

Carers are offered advice and information to identify any benefit entitlement that they may be eligible for and to assist with applications, we offer both telephone appointment and face to face appointments. Advice is also offered at outreach venues with follow up appointments made to assist carers with benefit applications.

Visits are conducted on a priority basis to help with forms holding up payment of benefit for care, i.e. Attendance Allowance increase for care needs.

A continued advice-based carer service provision is offered, giving information on benefits relevant to carers, providing estimates with 'better off' calculations to support their caring role with realistic explanations of Gov.uk guidance and the expectations discussed when carers are seeking advice about claiming benefit.

Total number of individuals seen by both projects:

- Telephone Appointments - 186
- Personal Appointments - 101
- Outreach Appointments Booked - 8
- Emergency Home Visits - 3

The benefit gains and savings in this reporting period are £377,647.25.

In total the yearly awarded funds through vouchers/items via cost of living funding was £3,473.00. (This included food vouchers, white goods vouchers, slow cookers, blankets and socks).

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Activities for carers (outings/events & workshops)

We continued to deliver a range of outings, events and workshops giving carers an opportunity for a break and to address building confidence, tackling isolation and loneliness and also developing skills to help carers in their caring role.

The following table outlines the respite breaks delivered over the 12-month period:

Event	Date	Type of event	Carers attending	Comments
	2023			
Digital Skills Workshops 1	April / May	Learning day	12	6 week course
History Walk	5th April	Carers Event	14	
Planning your future	20th April	Learning day	15	
Eid celebration meal Achari	24th April	Carers Event	30	
Coronation Lunch	10th May	Carer & Cared For	68	including cared for
Digital Skills Workshops 2	May / June	Learning day	11	6 week course
Queens Park Walk	5th June	Carers Event	16	
Male carers meal	6rh June	Carers Event	11	
Warburtons factory tour 1	7th June	Carers Event	6	
Warburtons factory tour 2	7th June	Carers Event	6	
Survival Skills Course	June / July	Learning day	8	5 week course
BWFC Stadium tours x 3	June-March 24	Carers Event	36	
Moss Bank Park History Walk	5th July	Carers Event	13	
Relaxation Therapies	July / Aug	Learning day	12	5 week course
Northern Monkey	29th Sept	Carers Event	10	
Nature Walk..Walker Fold	5th Oct	Carers Event	12	
Yoga & Relaxation workshops	Oct / Nov	Learning day	15	6 week course
Halle @Bridgewater Hall	11th Oct	Carers Event	20	
Male carers meal	2nd Nov	Carers Event	11	
Christmas Craft workshops	Nov / Dec	Learning day	11	3 week course
Christmas meal Holiday Inn	6th Dec	Carer & Cared For	74	including cared for
Christmas meal Red Lion	20th Dec	Carers Event	39	
	2024			
Digital skills	Jan / Feb	Learning day	5	3 x workshops
Parish church Tower and History tour	30th Jan	Carers Event	18	
Energy Saving Workshop	28th March	Learning day	6	
Ciao Napoli meal	28th March	Carers Event	24	
BWFC Free tickets x 4	Various	Carers Event	42	
BWFC Stadium tours x 2	Feb / March	Carers Event	15	
			560	
Carers Week Information Day	8th June 2023	General event	124	
AGM and Carers Rights Day event	23rd Nov 2023	General event	129	
			253	
Help us to help you' consultation	Nov / Dec 2023		101	Future activities
			914	

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Funding

We, once again, wish to express our thanks to The National Lottery Community Fund, Bolton Council, Eric Wright Charitable Trust, Warburtons and CVS Bolton's Fund for continued funding for supporting our work, and to the new funders we have met this year, notably the People's Health Trust, funded by Health Lottery North West.

Once again, we have seen a steady succession of grants awarded and are proud to say that we achieved 96% success in funding applications during the year. This year has seen us secure funding to employ our Volunteer Co-ordinator, a tremendous addition to our team, helping us to attract more high calibre, motivated, experienced and skilled volunteers, widening the opportunities and support that we can offer to Bolton's unpaid carers.

Our highly-valued partnership with Warburtons has continued this year and has unceasingly proved to be a catalyst for wider developments than those initially intended. We are now scoping further funding to ensure that we continue to help unpaid carers bridge the digital divide.

Your participation in our partnership lottery with Bolton Hospice has resulted in another valuable donation. This is an easy way for you to help both us, and the hospice, and also have the chance to win a substantial prize for yourself. We are also receiving disbursements from Easy fundraising and would urge you to sign up for this very simple, free way to help us raise income.

We are always looking for opportunities to diversify our income sources and this year has seen a staff member take on the gruelling challenge of walking the island of Jersey. Laurent's efforts helped raise a massive £1,200 to continue our work. We will always welcome those of you wishing to undertake a personal challenge, we can support with setting up fundraising pages and spreading the word, however, we are unable to organise or insure events due to resource limitations. As always, we continue to build on the trust our funders have shown in us to continue delivering what you, as carers, need and are building partnerships and networks to ensure our work aligns with local and national strategies for carers whilst ensuring we don't lose our ability to offer our friendly and personalised touch to all support we provide.

Appreciation of volunteers

The contribution made by carers and former carers who are volunteers is enormous. Volunteers help staff members with: newsletter mail-outs; events for carers; and deliver workshops and craft activities. The staff and trustees wish to thank all our volunteers.

Feedback from carers

'Had a great couple of hours with other male carers. Good company'

'Had a fantastic time at the Holiday Inn…. Really missed Charlie, but the entertainment was great.'

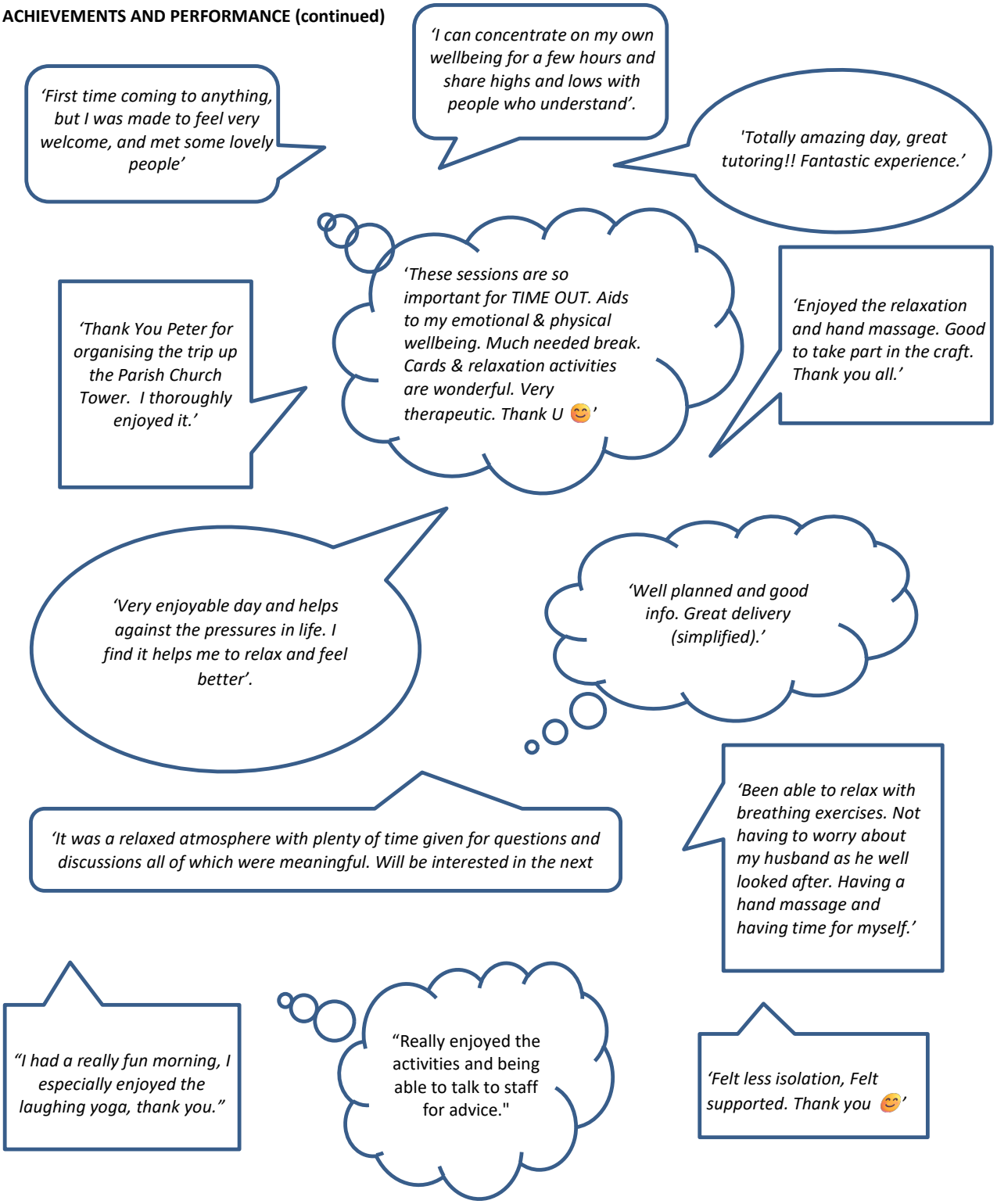
'What would we do without the meals and events you put on? Thank you.'

'I'd like to thank Peter and all at Bolton Carers for organising days like today. It's great to spend some time with other carers'.

'A very lovely venue, very enjoyable activities and good to get the opportunity to chat with other carers. Thank you.'

'A relaxation and hand message helped me to relax. Most of all having opportunity to chat to other carers while doing a bit of craft was fabulous. Keep putting more of these on please'.

5 ACHIEVEMENTS AND PERFORMANCE (continued)



5 ACHIEVEMENTS AND PERFORMANCE (continued)

'Very enjoyable interesting course.'

'Feel enabled to continue the journey and take great ideas for my future.'

"Great morning, I didn't know I could get a health check at my doctors. So glad I came along."

'Had an opportunity to relax. Thank you for the relaxation and the hand massage. Had a sense of belonging and not being judged 😊'

Extremely grateful to be able to talk things through, also for the advice, support and empathy. She feels much calmer, and that she can breathe again (and wants that to continue) She is feeling more determined to look after her mental and physical health, the chat has helped her to focus on important things.

She was really grateful for the friendly, listening ear. She initially felt nervous, it had taken her a week to build up to ringing the helpline. She is so pleased that she did, she felt at ease. Looking forward to receiving the information pack and newsletter.

'Difference this morning has made for me, is provided some time for ME so I am reenergised to go to my Dad' ☹

"Thanks for listening without judgement" Carer really appreciated the chat and empathy shown. She felt listened to without judgement. Feels so much better for opening up, she holds lots back from her partner, she doesn't have any children.

Rang to say Thankyou for such a great newsletter that arrived in my inbox , it's like a friend dropping in to say hi , due to too many pressures I've neglected the ' looking after me' rule . The newsletter has definitely promoted me to think again about what little things I can maybe squeeze in to do something for myself.

She said she felt overwhelmed at times with her husband's illness and she just needed to get out of the house today and have a chat with someone about her situation
Alice thanked me for taking the time to listen and said she would keep in touch.

' I LOVED it!! So nice to meet so many lovely people.'

6 FINANCIAL REVIEW

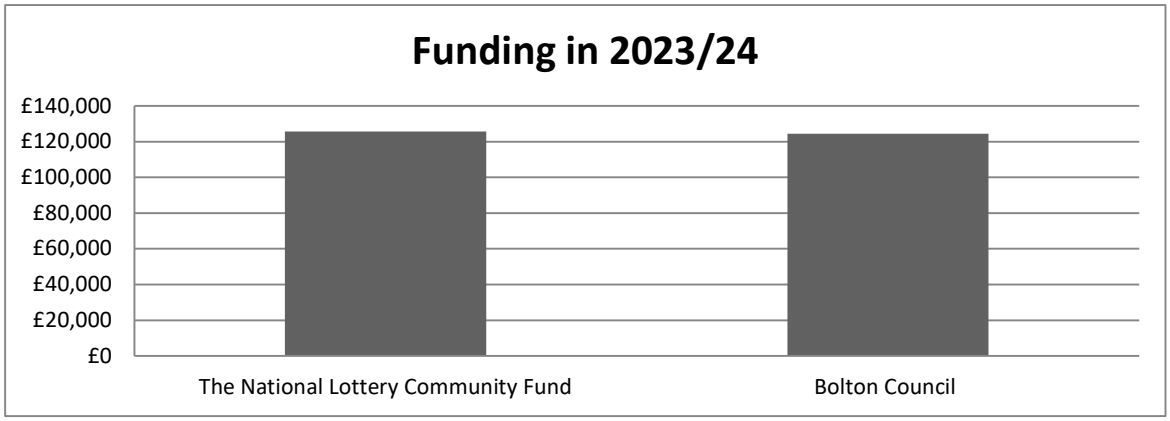
The 2023-2024 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- Bolton Council (Adult Services) which funds the 24 hour helpline and information service and Telephone Befriending service.
- The National Lottery Community Fund which funds the Connected and Informed Service and the Unlocking Wellbeing project.

The trustees wish to thank all our funders for their support.



- The National Lottery Community Fund £125,724
- Bolton Council £124,428

7 STATEMENT OF TRUSTEES RESPONSIBILITIES

Compliance with Accounting Standards

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no information relevant to these financial statements of which the charitable company's independent examiner is unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Internal controls and risk management

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, including financial controls. The charity's systems of internal controls are designed to provide reasonable assurance against material financial misstatement or loss to the charity.

Trustees examined the major strategic, business and operational risks which the charity faces and a formal risk management process is in operation across the charity, with a risk management policy and disaster recovery plan in place, and reviewed and updated annually. Potential risks are assessed as to their likelihood and impact and the consequent actions necessary taken to manage those risks. Other management processes in place include:-

- regular review of financial management reports comparing income and expenditure with agreed budgets and year-end forecasts;
- ongoing review of a reserves policy that takes account of the risks of streams of income and expenditure; and
- regular review of insurance cover to take account of potential risks (such as business continuity).

The trustees are satisfied that appropriate actions are being taken to manage risk and that the charity's internal controls comply with the guidelines issued by the Charity Commission.

Liabilities

In the event of the company winding-up, members and those who have ceased to be a member within one year of such an event have guaranteed the liabilities of the company to the sum not exceeding one pound each.

7 STATEMENT OF TRUSTEES RESPONSIBILITIES (continued)

Investment policy and objectives

The trustees invest surplus funds in high rate deposit accounts until required for the charity's use.

Reserves policy

The charity's policy is to invest its funds in the ongoing expansion of the work and reach of the charity but to retain sufficient levels of unrestricted reserves to enable us to continue our core strategic activities, in order to allow trustees to meet their day-to-day responsibilities and to ensure that it continues to operate on a sound basis. The trustees consider the financial position to be satisfactory and funds held are sufficient for:

- the purchase or replacement of equipment and furniture;
- service development to allow for the setting up of new projects and extending existing projects;
- contingency resources to allow the charity to be wound up in an orderly fashion in the event that it ceases to operate.

Going Concern

The trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

The trustees report was approved by the Management Committee and signed on its behalf by:

David Ruane
Chair of Bolton Carers Support

Date 20/11/24

BOLTON CARERS SUPPORT

Independent Examiner's Report to the Trustees of Bolton Carers Support
As at 31 March 2024

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Bolton Carers Support ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Use of my report

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.



Mr Michael Garrett FCA
Xeinadin North West Limited
100 Barbirolli Square
Manchester
M2 3BD

Date 20 November 2024

BOLTON CARERS SUPPORT

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2024

	Note	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
INCOME		**£**	**£**	**£**	£
Income from donations and legacies					
- Core income		**31,590**	**-**	**31,590**	38,748
Investment Income	**3**	**8,769**	**-**	**8,769**	3,220
Income from charitable activities	**4**				
- Bolton Council		**-**	**124,428**	**124,428**	108,719
- The National Lottery Community Fund		**-**	**125,724**	**125,724**	116,719
- E Wright		**-**	**23,596**	**23,596**	35,605
- The Bolton Fund		**-**	**48,250**	**48,250**	27,746
- Warburtons		**-**	**8,768**	**8,768**	10,000
- Other charitable activities		**-**	**9,666**	**9,666**	11,862
Total income		**40,359**	**340,432**	**380,791**	352,619
EXPENDITURE					
Expenditure on charitable activities					
- Establishment cost		**46,320**	-	**46,320**	29,806
- Bolton Council		**-**	**121,692**	**121,692**	109,792
- The National Lottery Community Fund		**-**	**133,258**	**133,258**	122,957
- E Wright		**-**	**23,596**	**23,596**	35,605
- The Bolton Fund		**-**	**48,932**	**48,932**	28,868
- Warburtons		**-**	**8,768**	**8,768**	10,000
- Other charitable activities		**-**	**7,645**	**7,645**	10,678
- Governance costs	**5**	**3,076**	**-**	**3,076**	4,667
Total expenditure		**49,396**	**343,891**	**393,287**	352,373
Net income (expenditure)	**6**	**(9,037)**	**(3,459)**	**(12,496)**	246
Gross transfers between funds	**15**	**(3,459)**	**3,459**	**-**	-
Net movement in funds		**(12,496)**	**-**	**(12,496)**	246
Funds at 1 April 2023		**81,740**	**-**	**81,740**	81,494
Funds at 31 March 2024		**69,244**	**-**	**69,244**	81,740

BOLTON CARERS SUPPORT

Balance Sheet
As at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	10	**131**	210
Current assets			
Debtors	11	**11,363**	3,056
Cash at bank and in hand		**191,137**	248,649
		202,500	251,705
Creditors: amounts falling due within one year	12	**(133,387)**	(170,175)
Net current assets		**69,113**	81,530
Net assets		**69,244**	81,740
Funds			
Restricted funds	15	-	-
Unrestricted funds	15	**69,244**	81,740
Total funds		**69,244**	81,740

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2024 and of its net income for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The financial statements on pages 22 to 29 were approved by the Board of Trustees :

David Ruane
Trustee

Date 20/11/24

Simon Thompson
Trustee

Date 20/11/24

BOLTON CARERS SUPPORT

Statement of Cash Flows
For the year ended 31 March 2024

	2024 £	2023 £
Net cash flow from operating activities	**(57,512)**	(69,353)
Change in cash and cash equivalents in the year	**(57,512)**	(69,353)
Cash and cash equivalents brought forward	**248,649**	318,002
Cash and cash equivalents carried forward	**191,137**	248,649
Cash and cash equivalents consists of:		
Cash at bank and in hand	**191,137**	248,649
Net cash flow from operating activities		
Net income (expenditure)	**(12,496)**	246
Depreciation	**80**	226
(Increase) decrease in debtors	**(8,307)**	(2,868)
(Decrease) Increase in creditors	**(36,789)**	(66,957)
	(57,512)	**(69,353)**

1 General information

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

2 Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations is included in the accounts for the period in which payment was received.

Investment income comprises of interest, and is accounted for on a receivable basis.

Grants and contract income receivable is credited to the SOFA in the period in which the charity becomes entitled to receive the grant. Grants which are for a specific future period are deferred to that period.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure is recognised when it is incurred and is reported gross of related income on the following basis:

- Costs of generating funds comprise costs associated with attracting voluntary income and the costs of other income generated.
- Charitable expenditure comprises direct expenditure including direct staff costs attributable to its activities. Where costs cannot be directly attributable, they have been allocated to activities on a basis consistent with the use of resources as described below.
- Governance costs, including those incurred in the governance of its assets and are directly associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation on fixed assets is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixture and Fittings	15% straight line
Computer Equipment	25% straight line

At each balance sheet date, the company reviews the carrying amounts of its fixed assets to determine whether there is any indication that any items of tangible fixed assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Fund balances

Unrestricted funds are incoming resources receivable or generated for the objects of the charity, without restriction, and are available as general funds to be applied as the charity sees fit.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs and other post-retirement benefits

The charitable company contributes to Stakeholder pension schemes chosen by individual employees. Contributions payable to the stakeholders pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

Bolton Carers Support is a registered charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

3 **Investment Income**	**Unrestricted 2024 £**	**Restricted 2024 £**	**Total 2024 £**	Total 2023 £
Deposit account interest	**8,769**	**-**	**8,769**	3,220

4 **Income from charitable activities**	**Unrestricted Funds 2024 £**	**Restricted Funds 2024 £**	**Total Funds 2024 £**	Total Funds 2023 £
Bolton Council	**-**	**124,428**	**124,428**	108,719
The National Lottery Community Fund	**-**	**125,724**	**125,724**	116,719
E Wright	**-**	**23,596**	**23,596**	35,605
The Bolton Fund	**-**	**48,250**	**48,250**	27,746
Warburtons	**-**	**8,768**	**8,768**	10,000
Other charitable activities	**-**	**9,666**	**9,666**	11,862
	-	**340,432**	**340,432**	310,651

5 Governance costs

	2024	2023
	£	£
Unrestricted Expenditure		
Accountancy and independent examination fees	**2,804**	4,360
Trustee expenses	**272**	307
	3,076	4,667

6 Net income (expenditure)

	2024	2023
	£	£
Net incoming resources are stated after charging:		
Independent examiner's fees	**2,804**	4,360
Depreciation of tangible fixed assets	**79**	226

7 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

8 Staff costs

No employee received remuneration in excess of £60,000.

9 Trustee remuneration and expenses

None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £271.64 (2023: £231) were paid during the year.

10 Tangible fixed assets

	Fixtures & fittings	Computer equipment	Total
Cost or valuation	£	£	£
At 1 April 2023	26,767	16,355	43,122
Additions	-	-	-
At 31 March 2024	26,767	16,355	43,122
Depreciation			
At 1 April 2023	26,557	16,355	42,912
Charge for the year	80	-	80
At 31 March 2024	26,637	16,355	42,992
Net book value			
At 31 March 2024	**131**	**-**	**131**
At 31 March 2023	210	-	210

11 Debtors

	2024	2023
	£	£
Trade Debtors	-	3,056
Other Debtors	4,531	-
Prepayments and Accrued Income	6,832	-
	11,363	3,056

12 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade Creditors	1,512	1,213
Other Creditors	21,382	6,280
Accruals	14,100	13,500
Deferred income (note 13)	96,393	149,182
	133,387	170,175

13 Movement in deferred income

Funds	Balance at 1 April 2023 £	Utilised £	Unutilised £	Balance at 31 March 2024 £
NHS Bolton CCG	90,813	(90,813)		-
Bolton Council	20,789	(20,789)		-
E Wright	15,664	(15,664)	74,734	74,734
CVS - Leadership Monies	-			-
Unlocking Wellbeing	12,499	(12,499)		-
Health and Wellbeing	8,233	(8,233)		-
CVS Connecting People	1,183	(1,183)		-
Warburton	-		15,099	15,099
Cultured Carers	-		1,490	1,490
Peoples Health Trust	-		5,070	5,070
	149,182	**(149,182)**	**96,393**	**96,393**

14 Pension commitments

The company operates a defined contributions scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £15,053 (2023 - £13,086).

15 Movement in funds

	Note	Balance at 1 April 2023	Income	Expenses	Transfers	Balance at 31 March 2024
Restricted funds:		**£**	**£**	**£**	**£**	**£**
Bolton Council	i.	-	124,428	(121,692)	(2,736)	-
The National Lottery Community Func	ii.	-	125,724	(133,258)	7,534	-
E Wright	iii.	-	23,596	(23,596)	-	-
The Bolton Fund	iv.	-	48,250	(48,932)	682	-
Warburtons		-	8,768	(8,768)	-	-
Other charitable activities		-	9,666	(7,645)	(2,021)	-
		-	340,432	(343,891)	3,459	-
Unrestricted funds:						
General funds		81,740	40,359	(49,396)	(3,459)	69,244
Total funds		**81,740**	**380,791**	**(393,287)**	**-**	**69,244**

Notes on restricted funds

i. Bolton Council (Adult Services) funds the Helpline and Information Service, and Time for You project.
ii. The National Lottery Community Fund have funded a new grant to continue the Carers Health and Well Being Project starting on 1st November 2019 and ending on 31st October 2022. This has been extended to 2025.
iii. Funding from Eric Wright Charitable Trust has been used to fund the Fundraising Development Officer Post.
iv. Bolton Community and Voluntary Service (CVS) have funded the Bolton Leadership Project, and additional Benefits Advice Officer hours.

16 Analysis of total funds

Analysis by type of asset and liability	**General Funds** **£**	**Restricted Funds** **£**	**31 March 2024** **£**	31 March 2023 £
Tangible fixed assets	131	-	131	210
Net current assets	69,113	-	69,113	81,530
	69,244	**-**	**69,244**	81,740

17 Employees and Directors

The average number of employees during the period was 12 (2023: 11)

BOLTON CARERS SUPPORT

England & Wales - Charity number 1082166

Accounts

Company Registration Number *03965369*
Charity Registration Number *1082166*

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2023

Bolton carers support
supporting you... because we care

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2023

CONTENTS **Page**

Report of the Directors and Trustees		2
1	Reference and administrative details	3
2	Message from the Chair	4
3	Structure, governance and management	6
4	Objectives and activities	7
5	Achievements and performance	8
6	Financial review	15
7	Trustees' responsibilities	16
Independent Examiner's Report		18
Statement of Financial Activities		19
Balance Sheet		20
Statement of Cash Flows		21
Notes to the Financial Statements		22

A carer is someone who supports a family member, a relative or a friend who cannot manage on his or her own because of illness, disability, addiction or old age.

There are 5.7 million carers in the UK. This means that around 9% of people are providing unpaid care.

According to the 2021 Census, there are 25,980 carers in Bolton. Of these, 8,601 carers provide 50 hours or more care each week.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy every day – that's £162 billion per year (Petrillo and Bennett, 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/21 received an estimated £164 billion in funding (Petrillo and Bennett, 2023).

Bolton Carers Support identifies hidden carers and provides information on local services, as well as offering a listening ear and emotional support, opportunities for a short break, courses on a range of topics, and benefits advice to help carers maximise their income.

BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2023

Directors' Report for the purposes of section 417 of the Companies Act 2006 and Trustees' Report for the purposes of part 8 of the Charities Act 2011

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Bolton Carers Support	
Charity Registration:	1082166	
Company Registration:	03965369	
Registered Office:	Thicketford Centre Thicketford Road Tonge Moor Bolton Greater Manchester BL2 2LW	
Trustees:	David Ruane	Chair
	Sue Foster	Vice Chair
	Simon Thompson	Honorary Treasurer
	Enid Brooks	
	Harendra Purshotam Mistry	
	Frances Ayleen Benischke	
	Caroline Hilton	
	Tracy Lee	
	Elizabeth Pickles	resigned 24 November 2022
	Ian Bury	appointed 21 April 2022 ; resigned 16 August 2023
	Ann Lowton	appointed 24 October 2022 ; resigned 28 March 2023
Company Secretary:	Georgette Kay	
Bankers:	Santander UK PLC Briddle Road Merseyside L30 4GB	
Independent Examiner:	Mr Michael Garrett FCA Kay Johnson Gee Limited 100 Barbirolli Square Manchester M2 3BD	

We would like to express our thanks to trustees Elizabeth Pickles, Ian Bury and Ann Lowton, who stepped down from their committee roles during this reporting period.

2 MESSAGE FROM THE CHAIR

Once again the last twelve months at Bolton Carers Support has been challenging, eventful and rewarding in equal measure. At the turn of the year we were delighted and extremely proud to be awarded the Bolton Quality Mark after a series of audits and scrutiny on our policies, procedures and management systems by an external independent agency. This award is a testament to the hard work, dedication and commitment to staff and volunteers past and present that have built a system of robust and compliant policies and procedures, that not only help to benefit our unpaid carers but also instils confidence in funders and strategic partners.

As a result of last year's Queens Award for Voluntary Service Award we were also very proud to be able to send two of our hard working management committee trustees , Ayleen and Harry down to Buckingham Palace to represent our organisation at the Royal Garden Party that was hosted by the Prince and Princess of Wales, and happily they managed to have a couple of minutes with the Princess of Wales to explain who we were and what we do.

Post pandemic we are finding that we are having to change and adapt some of our respite and social events and offerings as many carers still have the effects of COVID fresh in their minds and also added on to this the cost of living crisis, that even though we heavily subsidise the paid for events, we know that this may still be an issue. So with that in mind we intend to embark on a series of surveys with our carers to see what they would want us to provide that they would be able to feel safe and engaged with and ultimately provide short periods of quality respite.

As I talk about respite events and activities I cannot let the sad passing of Charlie Wallwork go by without a tribute to a great friend of BCS and much loved compère to all of our carer and cared for meals for many many years. Charlie got to know many of our carers by name and always made a point of 'mingling' during events, his wit and humour will be sadly missed and will be very difficult to replace. We obviously continue to send our love and support to Charlie's family.

Next year we will reach a milestone of 30 years of caring for our unpaid carers, and we will be pushing the boat out in planning a series of events and activities to celebrate this remarkable achievement.

I once again need to convey a massive amount of thanks and gratitude to all the management, staff and volunteers who have contributed so much over the last twelve months in keeping our organisation on the front foot in caring for our carers, whilst we are adapting and planning for a more strategic approach to our work we are also acutely aware of the need for us to be reactive at short notice and I have total confidence in this group that they will continue to do this professionally and efficiently. November sees us lose a financial wellbeing officer post due to the relevant funding coming to an end but we continue to offer a benefits advice service and are also very excited to be able to add a volunteer co-ordinator position to our staff ranks which we all agree will add an extra layer of support and resilience for our organisation, this position has been made possible through a successful funding application and will run for two years. Although this was great news we continue to face uncertainty on future funding from both statutory and private streams and is another issue that we will be continuing to work hard to secure our service offerings.

We were all sorry to see that we lost three of our valued trustees this year due to caring and other charitable commitments and I would like to express my thanks for their service but I am also delighted that we have recruited two more equally valuable trustees who bring with them an extensive knowledge and experience of NHS primary and secondary care over many decades and we look forward to benefiting from their contributions.

We also said goodbye to Elaine Holt, Welfare Benefits Advice Worker, who retired in October 2022. Elaine has supported many carers, and we wish her well during her retirement.

On a final note we continue to play a prominent role in assisting our statutory partners in the planning and implementation of policies and procedures designed to help all age unpaid carers in the borough and we do this in the spirit of cooperation and partnership and whilst we hope that this will continue to be a successful and productive arrangement we must not lose sight of our own constituted goals and aims and the reason for our existence of supporting unpaid carers.

Take Care,



David Ruane
Chair of Bolton Carers Support
Date 20/11/23

3 STRUCTURE, GOVERNANCE AND MANAGEMENT

Registered charity and company limited and guarantee

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 03965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

Membership

Bolton Carers Support is a membership organisation. Full membership is available to carers, former carers and representatives of local groups who have registered with the charity. Associate membership is also available to carers' workers and local, regional and national voluntary and statutory organisations with an interest in carers' issues.

Carers are involved throughout the organisation as trustees and as volunteers. The knowledge and skills carers contribute ensures Bolton Carers Support is carer-led and delivers services carers need.

Governing body

Our governing body, the Board of Trustees (the 'Management Committee'), is responsible for the overall governance, policy and work of the charity, as outlined in our Memorandum and Articles of Association dated 5 April 2000. The Management Committee can have between 3 and 16 members and there is a requirement in the Memorandum and Articles of Association that "the company shall seek to ensure that at all times the majority of Management Committee members are carers".

The trustees are volunteers and do not receive any remuneration for their services but may claim reasonable expenses (such as travel costs) incurred through attending meetings and training sessions or through other duties.

The Management Committee usually meets formally every two months and is responsible for directing the affairs of the charity and ensuring that it is solvent, well run and delivers charitable outcomes for the benefit of carers.

Trustees' appointment, induction and training

Trustees bring a wealth of skills and insight based on their years of caring, and are passionate about improving services and support for carers in Bolton. The charity ensures that anyone interested in standing as a trustee is fully informed of what the role involves. Potential candidates meet with the Chair and Chief Officer before joining the Committee.

Following their appointment, new trustees are given a detailed 'Essential Guide for Trustees' and attend an induction session at the charity's offices. All trustees receive regular correspondence from the charity and are invited to training sessions (on topics such as: role responsibilities and expectations, equal opportunities, safeguarding, finances), planning for the future workshops, and charity events to help keep them up-to-date and engaged in its work.

Organisational structure and decision making

A Human Resources and a Finance Sub-Committee meets regularly to deal with matters relating to policies and procedures, personnel, premises and finance. The Sub-committees are attended by the honorary officers (the Chair, Vice Chair, Honorary Treasurer) and trustees with a particular interest in the remit of the Sub-committees. Minutes of meetings go to the Management Committee for approval.

Management

The Management Committee delegates operational planning and day-to-day management, including financial authority and staff management, to the Chief Officer. The performance of the Chief Officer is overseen by the Management Committee through reports and briefings presented by the Chief Officer, and through regular meetings with the Chair of the Management Committee.

3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The staff team

Chief Officer and Company Secretary	Georgette Kay
Activities Co-ordinator	Peter Harmer
Fundraising and Strategic Development Lead	Alison Caunce
Welfare Benefits Adviser	Elaine Holt - ended 31.10.22
Welfare Benefits Adviser	Helen Saarma - 15.11.22 - 29.9.23
Financial Wellbeing Worker	Christine Horrobin - from 15.11.22
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Khadija Patel - from 28.7.22
Carers Information and Advice Service Assistant	Sharon Fairbrother - from 23.6.22
Outreach Worker and Key Worker	Zoe Hill - additional Key Worker role from 3.1.23
BAMER Outreach Worker and Key Worker	Nireexa Solanki - additional Key Worker role from 3.1.23
Telephone Befriending Co-ordinator	Laurent Fernandez-Moreno

* Finance Support is supplied by TACCOUNTS (NW) LTD

Public benefit

The trustees have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the public benefit guidance published by the Charity Commission and this is detailed in the Objectives and Activities section of the Trustees Annual Report.

4 OBJECTIVES AND ACTIVITIES

Constitution policies and objectives

Bolton Carers Support provides information, emotional support, training and short breaks to carers over the age of 18 who live in Bolton or who care for someone living in Bolton. A carer is someone who supports a family member, relative or friend who cannot manage on his or her own because of illness, disability, addiction or old age. They do not have to live with the person nor be the only one who does the caring.

The Memorandum and Articles of Association states that Bolton Carers Support's objects are:

> *"To pursue any charitable purpose for the benefit of carers, in particular but not exclusively, to educate the public about the issues affecting carers and the stresses experienced by them, to provide information, support and services to carers living in or caring for someone in the Metropolitan Borough of Bolton".*

Bolton Carers Support has a 29-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 5,180 carers are being supported (as at 31 March 2023).

Our Vision

Bolton Carers Support wants all carers to feel valued and to receive the information, care and support they deserve.

4 OBJECTIVES AND ACTIVITIES (continued)

Our 7 Aims

1. **Carers will be informed, empowered and confident**
2. **Carers will have improved health and well-being**
3. **Carers will experience reduced social isolation**
4. **Carers will be trained and supported to care**
5. **Carers will be financially better off**
6. **Carers will have regular time off from caring**
7. **Bolton Carers Support is a strong and effective carers organisation**

Summary of our main activities

Carers Helpline	Carers can ring the helpline for information or emotional support, as well as for signposting information about aids and equipment, benefits, support groups, help at home, respite care, health services and other topics. The helpline is open 24 hours a day, 7 days a week, including bank holidays.
Carers Information and Advice Appointments	Information and advice appointments are held at the office so carers can talk face-to-face to a member of staff and discuss their caring situation in detail.
Carers Contact Newsletter	A free quarterly newsletter is sent to all carers registered with Bolton Carers Support, packed full of useful information on local services, forthcoming events and activities and carers' life stories.
Benefits Advice	Carers are helped to claim any benefits they may be entitled to, with one-to-one appointments offered at the charity's offices and home visits.
Short Breaks	A wide variety of group breaks (of a few hours duration - meals out, day trips, visits to places of interest) are arranged for carers to have some respite from their daily responsibilities.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support.
Awareness-raising	Our outreach work raises awareness about carers, identifies 'hidden carers', and promotes Bolton Carers Support's services.
Work with health and social care professionals	Bolton Carers Support works with partners on joint initiatives to help identify, support and refer carers. Carers' issues are highlighted within a range of local plans and strategies.
Telephone Befriending	A service that offers carers more regular and personalised support. It allows a carer a regular check-in call to support their wellbeing and carer support for their specific needs.

Please see our website www.boltoncarers.org.uk for more information
Twitter @boltoncarers
Facebook @boltoncarers

5 ACHIEVEMENTS AND PERFORMANCE

Identifying carers

Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation; looking after their partner, parent or child. They may not realise help is available. We identify hidden carers as this is the first step to getting support.

As part of our commitment to raise awareness about our work, we link into many local networks and meetings to ensure we keep up to date with local developments as well as sharing information about our service to encourage referrals from other groups and organisations.

During the year we identified 425 new carers through talks and presentations, information displays at events, social media, referrals from partner organisations, and noticeboards in GP surgeries. The total number of carers registered with Bolton Carers Support and receiving regular information at 31 March 2023 is 5,180.

Outreach Work to identify hidden carers in the community included:

Zoom Groups:

- Carers Quiz Zoom Group - 21 sessions
- Creative Wellbeing Zoom Group - 22 sessions

Carer drop in activities:

- Tonge Moor Carers Zoom Group and in person meetings - 25 sessions (now back to meeting in the UCAN full time)
- Westhoughton Carers Hub Meetings - 7 sessions
- Little Lever Christ Church Group - 14 sessions
- Little Lever Precious Gems Group - 9 sessions
- Kearsley Carers Hub - 9 sessions
- The Bridge Hub, Bradshaw Road - 8 sessions
- The Bridge Church, Horwich - 4 sessions
- Walking Group - 15 sessions

Presentations to Professionals/Community Groups:

- Carers Rights Day & AGM
- Pulmonary Fibrosis Support Group
- Sevadal Hindu Group
- BHAI Hindu Group - 3 sessions
- BME Event
- Senior Solutions - 4 sessions
- Carers Christmas lunch
- Post Diagnostic Support Group (Memory Assessment Team) - 4 sessions

Unlocking Wellbeing is a 3-year project which started 1st January 2023 – following on from the one-year test and learn Unlocking Wellbeing pilot project.

The project includes a Key Worker role hosted by Bolton Carers Support, initially working in Breightmet. The purpose of the role is to identify and support carers, connect them to the health and care system and understand their issues/themes and feed their learning into a Steering Group to effect change. A key focus of this element would be on working to understand the community, ensuring that we get the basics right and ensuring that when a carer presents to a service 'no door is the wrong door' and they would receive the support they need. Key Workers support individual carers and link into wider initiatives in neighbourhoods including Community Champions and Social Prescribers to make best use of existing networks.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Events taken place so far:

Kings Church events – 2 sessions
Breightmet Library – 2 sessions
Red Lane Primary School
Dunston GP Surgery
Breightmet Library
Withins UCAN Centre

BAMER Reaching Out Outreach Work was a 1 - year project to connect with communities to identify and support carers from black, Asian, minority ethnic, and refugee communities who have suffered disproportionately during the coronavirus pandemic. The BCS Reaching Out Outreach Worker was tasked with finding, and connecting with, as many hidden carers aged 18+ from the BAMER communities as possible.

Carers were identified through a varied range of outreach activities, and information, advice and outreach was offered to carers across the borough, signposting to other services appropriate to their needs. The outreach worker connected with many organisations, including, Bolton Hindu Forum, Bolton Christian Community Cohesion, King's Church, Asian Elders.

Support and advice

Information, support and advice form the cornerstone of Bolton Carers Support services. Carers who contact the helpline receive information and advice and can often be referred or signposted onto other organisations for additional support.

Our Carers information and Advice Service, covers our helpline, website, information and advice appointments, factsheets, and newsletter. Our partnership with Careline provided by Bolton at Home, enables the helpline to be open 24 hours a day, 7 days a week and on bank holidays, ensuring that carers can access support and advice at a time when they most need it.

The nature of the calls/queries/concerns have been varied, but the complexity has increased. Calls to the helpline can be varied in length.

- 30,994 emails sent to carers
- 14,819 texts sent to carers
- 4,808 enquiries from carers were handled in the year as well as a significant number of enquiries from professionals/partners
- The Carers Contact newsletter was mailed/emailed out four times during this year, with an average of 4,736 issues sent out each time.

Telephone Befriending Service

The telephone befriending is now fully established. It has close to 200 referrals in the two years since it was started. There continues to be a steady flow of referrals, usually around 5 a month. The majority of these come from within Bolton Carers Support. Carers are identified by the helpline staff as requiring more frequent contact.

Befriending relationships have been started this year with 60 carers and, as of today, there are 73 active relationships. Each relationship varies both in length of call and depth of conversation. Most carers receive a fortnightly call which, on average, lasts for about 30 minutes but there are 5 minute check-ins and calls that last over an hour.

There is no time limit to the length of relationship, that depends on the individual. Some are quite brief, usually if referred by a third party, whilst others are open ended. The first carer contact continues to have regular contact.

Carers referred into the befriending service tend to be identified as having more on-going complex needs - mental health, bereavement and loss, lack of family support, loneliness self-identified, change to relationship. They have a need for friendship/communication/contact – people have felt lonely. They are communicated with as the person that they are. There is no emotional attachment so they can just be themselves – sharing their present, past and future. Carers are being supported with use of compassion-based therapy techniques and goal setting.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

The support offered to the individual focuses on understanding their present situation, the support they have, the services involved and in guiding them to access support according to their present needs - carer support, carers assessment, assessment of needs, specialised dementia services etc.

Carers are given encouragement to talk about their likes, interests and activities - present and past.

Health matters are discussed, and a conversation is held about their own well-being and the importance of looking after self. Risk and safeguarding are also monitored.

Benefits Advice Service

Our Benefit Advice Service, funded by both the The National Lottery Community Fund and The Bolton Fund, continued to offer carers practical help to claim benefits. Within this reporting year we have had a change of staff team, which meant that it was necessary that time was allocated for recruitment and training.

The total benefit gain during the year was £179,675.55. The benefits advice service provided:

- 60 new telephone appointments
- 21 repeat telephone appointments
- 33 additional cases dealt with
- 22 new office appointments
- 12 repeat office

Workshops:

- Harwood Methodist - dementia support - 24 attendees
- Thicketford Centre - 2 attendees
- DWP: Work, Health and Wellbeing event - 10 attendees
- Online workshop for acute community practice (Dementia and Benefits) - 20 participants and 13 additional nurses

Activities for carers (outings/events & workshops)

After the Covid-19 pandemic and subsequent lockdowns, the delivery of short respite breaks for carers and the people they care for began getting back to normal with the provision of more 'face to face' events, learning days and information events. There continues to be reluctance from some carers to engage due to concerns and fear of infection however the majority and many 'new carers' are now getting involved, albeit in smaller numbers that pre-Covid.

We continue in our efforts to upskill carers with knowledge and confidence in relation to the use of digital technology, with more workshops being planned for the future, working in partnership with Bolton Community College.

During the course of the year, Bolton Carers Support was also responsible for the delivery of blankets, socks, slow cookers and food and white goods vouchers to unpaid carers who were becoming particularly vulnerable due to the cost of living crisis. To date over 80 carers have benefitted from this project.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

The following table outlines the respite breaks delivered over the 12-month period:

Event	Type of event	Comments	Carers attending
Crafting group	Learning Day	Weekly sessions	10
Men's carers group	General event	Monthly	9
Carer's consultation roadshow	General event	9 sessions throughout Bolton	36
Queen's Platinum Jubilee lunch	Carer & Cared For	(plus same number cared for)	32
Carers Information Day	General event	Carers Week	104
Bolton Little Theatre	Carer Only		12
Consultation feedback sessions	General Event	2 x sessions	8
Digital Hub Champions	General event	Monthly	6
Planning your future	Learning Day	2 x sessions	15
Achari restaurant	Carer only		26
Queen's Award presentation	General event		12
Queen's Award celebration afternoon tea	General event		20
Summer lunch	Carer & Cared For	(plus same number cared for)	37
BAMER Carers information event	General event		30
Gentle yoga	Learning Day	Fortnightly for 6 sessions	8
Mindfulness and relaxation	Learning day	Fortnightly for 6 sessions	6
Sokrates restaurant	Carer only		24
Halloween lunch	Carer & Cared For	(plus same number cared for)	33
AGM & Carers Information Day	General event	Carers Rights Day	95
Christmas crafts	Learning Day		6
Christmas lunch (C & CF)	Carer & Cared For	(plus same number cared for)	34
Christmas Lunch..Red Lion.	Carer only		36
Cooking on a budget workshop	Learning Day		12
Energy saving workshop	Learning Day		12
Digital skills workshops	Learning Day	6 sessions	8
Nature & Wellbeing workshop	Learning Day		7
Household Support Fund project		Distribution of slow cookers, blankets, socks and food / white goods vouchers. To date, 81 carers have benefitted.	10

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Consulting with our carers

Throughout the year we have been proactively contacting our carers and listening to the need and support required with 9 specific carer-consultation sessions, in each of the neighbourhoods within Bolton.

Funding

We wish to express our thanks to The National Lottery Community Fund, Bolton Council, Eric Wright Charitable Trust and Bolton's Fund for continued funding for supporting our work, and to the new funders we have met this year.

Once again, we have seen a steady succession of grants awarded and are very proud to say that we achieved 100% success in funding applications during the year. We have been fortunate enough to secure funding to continue our work with minoritised and marginalised communities in Bolton, both as part of a partnership, and some activities co-ordinated in-house.

Early in the year we were awarded funding from Warburtons to re-build our website, led by carers to ensure that it meets their needs, and also to develop a digital hub. This is proving to be an exceptional partnership, that we are very grateful for, as it is proving to be a catalyst for wider developments than those initially intended.

We received our third donation as a result of your participation in our partnership lottery with Bolton Hospice. This is an easy way for you to help both us, and the hospice, and also have the chance to win a substantial prize for yourself. We are also receiving disbursements from Easyfundraising and would urge you to sign up for this very simple, free way to help us raise income.

The year saw us successfully secure continuation funding for our Connected and Informed Project from the National Lottery Community Fund. This funding will end in October 2025 and we are now actively seeking to diversify the sources of our income in advance of this date being reached. We continue to build on the trust our funders have shown in us to continue delivering what you, as carers, need and are building partnerships and networks to ensure our work aligns with local and national strategies for carers whilst ensuring we don't lose our ability to offer our friendly and personalised touch to all support we provide.

Appreciation of volunteers

The contribution made by carers and former carers who are volunteers is enormous. Volunteers help staff members with: newsletter mail-outs; events for carers; and deliver workshops and craft activities. The staff and trustees wish to thank all our volunteers.

Feedback from carers

"The only pragmatic help I've received from Bolton Carers support since the start of the pandemic. A lifeline!!"

"I love my chats. I can moan, cry & laugh with Laurent. He can't solve my caring problems but sharing them gives me a new lease of life. We talk about events in our lives- this reminds me that there is still life and laughter out there."

"Thanks for the listening ear during our 1 – 1 appointment and all the information sent to me since then – I almost felt 'empowered' after the appointment and have already put some structure/barriers in place to try and make the situation more manageable"

"Even though we spoke for a short amount of time, I felt supported and that I will be able to live my life well even though I am a carer. A term I never thought of being before because of the stigma surrounding the age of carers. I also recognised that I have always been a carer of my family in many different capacities since the tender age of 9.
Thank you so much."

5 ACHIEVEMENTS AND PERFORMANCE (continued)

"It is good to be able to talk to someone outside of my family and say what I feel about how things are going in my life."

"Really enjoy using the befriending service. I can laugh or cry. They listen and give any advice to help the situation. Good for mental health to be able to speak to someone who listens to me. It is never a miserable phone call. I laugh a lot with Laurent but I am able to get rid of any stress that's hanging about. A very good service." PM

"I find that the befriending service has and is helping me thank you. It has helped to focus on life with your help and supported me with my grief."

"I can say anything that is on my mind even the negative thoughts. He will remind me that I am not alone or awful because others think & say the same in my position. He also reminds me to try & think about my needs which I do neglect."

"A lot of people must be grateful for this service and would, probably, be feeling a bit vulnerable without it. Thank you for providing these services they are my lifeline."

"Thank you so much for being so helpful earlier, you have put my mind at ease a lot. You were very kind and helpful, and I appreciate it, as I was well out of my depth today."

"This service is absolutely essential possibly more so highlighted by the pandemic when vulnerable people were very isolated. I found my contact really essential during my role as a full time carer for my wife. Sadly, she is now in a home full time. Thankfully my support hasn't ended. I wasn't trained to be a carer. It is something that I had to adapt to. The older you are, I feel the more this service is essential."

"Although I can't get to coffee mornings and events because I am busy looking after my son. It is reassuring that I can speak to someone if I have any problems and it is very nice to be able to have a chat with someone on the phone."

"Recharging my batteries and meeting up with people I now call my friends. Thank you."

5 ACHIEVEMENTS AND PERFORMANCE (continued)

"Very enjoyable away from the pressure of caring for my husband and able to relax in other's company…. Oh, and the food was excellent."

"The meals out are really good, and meeting other like-minded carers makes you realise that you're not alone."

"Art on Zoom.. is quite an experience in which the group are able to challenge drawing all together and each give their own creation.. very therapeutic and great company that is good for mental health."

"I enjoy immensely the zoom quiz, it's something I look forward to every week. We have great fun with it and help each other out. We all take it in the spirit it was intended, a fun enjoyable time.
The zoom art club I've only done one session so far. I surprised myself by managing to do a landscape picture, something I never thought I could do. I got praise from all of my family for doing it, I feel I want to carry on with art and will try and do some drawing on my own, as well as of course continuing with the zoom art."

"I enjoy my chats and am able to talk about things that are getting me down, things that I have done which are enjoyable or, on the other hand, everyday tasks that I have struggled to cope with. I feel, through our chats, that I have known Laurent for a number of years, he is so good and a very good listener."

" I really appreciate you calling, Your calls are so helpful. It's valuable having someone to just listen."

"Nice to be able to recharge the batteries. Allows you to get away from the daily pressures and worries for a short while, and be with like-minded carers, who understand".

"I am so glad I found Bolton Carers Support, I have really enjoyed coming along to the coffee morning and being able to bring my husband is so beneficial for both of us. I am looking forward to attending the wellbeing morning in November as unfortunately we missed out on the one last week due to a prior appointment."

"I really enjoy the carers walks, meeting other carers and having a chat really cheers me up."

"I'm looking forward to more of both zoom activities as I find both so enjoyable. And feel that it helps me relax and enjoy life more."

"I feel so much better after talking again today and having some of the things explained. The support from BCS has been amazing, I can't begin to express what a difference it makes knowing I can turn to BCS. I really do appreciate their time and effort."

6 FINANCIAL REVIEW

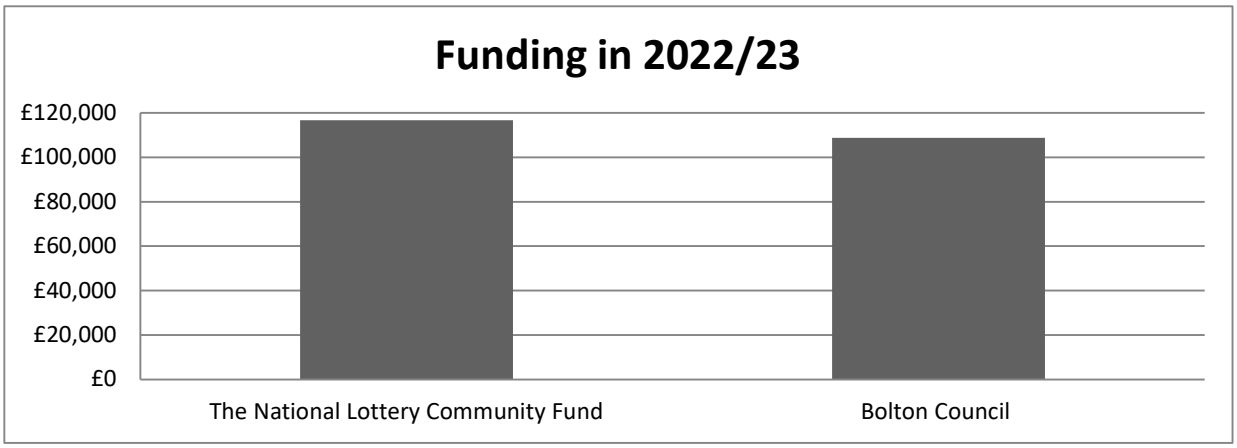
The 2022-2023 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- Bolton Council (Adult Services) which funds the 24 hour helpline and information service and Telephone Befriending service.
- The National Lottery Community Fund which funds the Connected and Informed project.

The trustees wish to thank all our funders for their support.



- The National Lottery Community Fund £116,719
- Bolton Council £108,719

7 STATEMENT OF TRUSTEES RESPONSIBILITIES

Compliance with Accounting Standards

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no information relevant to these financial statements of which the charitable company's independent examiner is unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Internal controls and risk management

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, including financial controls. The charity's systems of internal controls are designed to provide reasonable assurance against material financial misstatement or loss to the charity.

Trustees examined the major strategic, business and operational risks which the charity faces and a formal risk management process is in operation across the charity, with a risk management policy and disaster recovery plan in place, and reviewed and updated annually. Potential risks are assessed as to their likelihood and impact and the consequent actions necessary taken to manage those risks. Other management processes in place include:-

- regular review of financial management reports comparing income and expenditure with agreed budgets and year-end forecasts;
- ongoing review of a reserves policy that takes account of the risks of streams of income and expenditure; and
- regular review of insurance cover to take account of potential risks (such as business continuity).

The trustees are satisfied that appropriate actions are being taken to manage risk and that the charity's internal controls comply with the guidelines issued by the Charity Commission.

Liabilities

In the event of the company winding-up, members and those who have ceased to be a member within one year of such an event have guaranteed the liabilities of the company to the sum not exceeding one pound each.

7 STATEMENT OF TRUSTEES RESPONSIBILITIES (continued)

Investment policy and objectives

The trustees invest surplus funds in high rate deposit accounts until required for the charity's use.

Reserves policy

The charity's policy is to invest its funds in the ongoing expansion of the work and reach of the charity but to retain sufficient levels of unrestricted reserves to enable us to continue our core strategic activities, in order to allow trustees to meet their day-to-day responsibilities and to ensure that it continues to operate on a sound basis. The trustees consider the financial position to be satisfactory and funds held are sufficient for:

- the purchase or replacement of equipment and furniture;
- service development to allow for the setting up of new projects and extending existing projects;
- contingency resources to allow the charity to be wound up in an orderly fashion in the event that it ceases to operate.

Going Concern

The trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

The trustees report was approved by the Management Committee and signed on its behalf by:

David Ruane
Chair of Bolton Carers Support

Date 20/11/23

BOLTON CARERS SUPPORT

Independent Examiner's Report to the Trustees of Bolton Carers Support
As at 31 March 2023

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Bolton Carers Support ('the charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act;
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Use of my report

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.



Michael Garrett FCA
Kay Johnson Gee Limited
100 Barbirolli Square
Manchester
M2 3BD

Date 20 November 2023

BOLTON CARERS SUPPORT

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2023

	Note	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
INCOME		**£**	**£**	**£**	£
Income from donations and legacies					
Core income		**38,748**	**-**	**38,748**	32,595
Investment Income	**3**	**3,220**	**-**	**3,220**	198
Income from charitable activities	**4**				
- Bolton Council		**-**	**108,719**	**108,719**	99,294
- The National Lottery Community Fund		**-**	**116,719**	**116,719**	99,051
- E Wright		**-**	**35,605**	**35,605**	30,000
- The Bolton Fund		**-**	**27,746**	**27,746**	15,393
- Warburtons		**-**	**10,000**	**10,000**	-
- Other charitable activites		**-**	**11,862**	**11,862**	3,776
Total income		**41,968**	**310,651**	**352,619**	280,307
EXPENDITURE					
Expenditure on charitable activities					
- Establishment cost		**29,806**	-	**29,806**	39,726
- Bolton Council		**-**	**109,792**	**109,792**	99,294
- The National Lottery Community Fund		**-**	**122,957**	**122,957**	99,051
- E Wright		**-**	**35,605**	**35,605**	20,000
- The Bolton Fund		**-**	**28,868**	**28,868**	15,393
- Warburtons		**-**	**10,000**	**10,000**	-
- Other charitable activites		**-**	**10,678**	**10,678**	-
- Governance costs	**5**	**4,667**	**-**	**4,667**	4,161
Total expenditure		**34,473**	**317,900**	**352,373**	277,625
Net income (expenditure)	**6**	**7,495**	**(7,249)**	**246**	2,682
Gross transfers between funds	**15**	**(7,249)**	**7,249**	**-**	-
Net movement in funds		**246**	**-**	**246**	2,682
Funds at 1 April 2022		**81,494**	**-**	**81,494**	78,812
Funds at 31 March 2023		**81,740**	**-**	**81,740**	81,494

BOLTON CARERS SUPPORT

Balance Sheet
As at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	10	210	436
Current assets			
Debtors	11	3,056	188
Cash at bank and in hand		248,649	318,002
		251,705	318,190
Creditors : amounts falling due within one year	12	(170,175)	(237,132)
Net current assets		81,530	81,058
Net assets		81,740	81,494
Funds			
Restricted funds	15	-	-
Unrestricted funds	15	81,740	81,494
Total funds		81,740	81,494

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2023 and of its net income for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The financial statements on pages 19 to 26 were approved by the Board of Trustees :

David Ruane
Trustee

Date 20/11/23

Simon Thompson
Trustee

Date 20/11/2023

BOLTON CARERS SUPPORT

Statement of Cash Flows
For the year ended 31 March 2023

	2023	2022
	£	£
Net cash flow from operating activities	**(69,353)**	155,577
Cash flow from investing activities		
Purchase of tangible fixed assets	-	(239)
Net cash flow from investing activities	-	(239)
Change in cash and cash equivalents in the year	**(69,353)**	155,339
Cash and cash equivalents brought forward	**318,002**	162,663
Cash and cash equivalents carried forward	**248,649**	318,002
Cash and cash equivalents consists of:		
Cash at bank and in hand	**248,649**	318,002
Net cash flow from operating activities		
Net income (expenditure)	**246**	2,682
Depreciation	**226**	224
(Increase) decrease in debtors	**(2,868)**	108,283
(Decrease) Increase in creditors	**(66,957)**	44,388
	(69,353)	**155,577**

1 General information

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

2 Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations is included in the accounts for the period in which payment was received.

Investment income comprises of interest, and is accounted for on a receivable basis.

Grants and contract income receivable is credited to the SOFA in the period in which the charity becomes entitled to receive the grant. Grants which are for a specific future period are deferred to that period.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure is recognised when it is incurred and is reported gross of related income on the following basis:

- Costs of generating funds comprise costs associated with attracting voluntary income and the costs of other income generated.
- Charitable expenditure comprises direct expenditure including direct staff costs attributable to its activities. Where costs cannot be directly attributable, they have been allocated to activities on a basis consistent with the use of resources as described below.
- Governance costs, including those incurred in the governance of its assets and are directly associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation on fixed assets is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixture and Fittings	15% straight line
Computer Equipment	25% straight line

At each balance sheet date, the company reviews the carrying amounts of its fixed assets to determine whether there is any indication that any items of tangible fixed assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Fund balances

Unrestricted funds are incoming resources receivable or generated for the objects of the charity, without restriction, and are available as general funds to be applied as the charity sees fit.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs and other post-retirement benefits

The charitable company contributes to Stakeholder pension schemes chosen by individual employees. Contributions payable to the stakeholders pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

Bolton Carers Support is a registered charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

3	**Investment Income**	**Unrestricted 2023 £**	**Restricted 2023 £**	**Total 2023 £**	Total 2022 £
	Deposit account interest	**3,220**	**-**	**3,220**	198

4	**Income from charitable activities**	**Unrestricted Funds 2023 £**	**Restricted Funds 2023 £**	**Total Funds 2023 £**	Total Funds 2022 £
	Bolton Council	**-**	**108,719**	**108,719**	99,294
	The National Lottery Community Fund	**-**	**116,719**	**116,719**	99,051
	E Wright	**-**	**35,605**	**35,605**	30,000
	The Bolton Fund	**-**	**27,746**	**27,746**	15,393
	Warburtons	**-**	**10,000**	**10,000**	**-**
	Other charitable activites	**-**	**11,862**	**11,862**	3,776
		-	**310,651**	**310,651**	247,514

5 Governance costs

	2023	2022
	£	£
Unrestricted Expenditure		
Accountancy and independent examination fees	**4,360**	3,930
Trustee expenses	**307**	231
	4,667	4,161

6 Net income (expenditure)

	2023	2022
	£	£
Net incoming resources are stated after charging:		
Independent examiner's fees	**4,360**	3,930
Depreciation of tangible fixed assets	**226**	224

7 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

8 Staff costs

No employee received remuneration in excess of £60,000.

9 Trustee remuneration and expenses

None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £307 (2022: £231) were paid during the year.

10 Tangible fixed assets

	Fixtures & fittings	Computer equipment	Total
Cost or valuation	£	£	£
At 1 April 2022	26,767	16,355	43,122
Additions	-	-	-
At 31 March 2023	26,767	16,355	43,122
Depreciation			
At 1 April 2022	26,457	16,229	42,686
Charge for the year	100	126	226
At 31 March 2023	26,557	16,355	42,912
Net book value			
At 31 March 2023	**211**	**-**	**211**
At 31 March 2022	310	251	422

11 **Debtors**	**2023**	2022
	£	£
Trade Debtors	**3,056**	188
	3,056	188

12 **Creditors : amounts falling due within one year**	**2023**	2022
	£	£
Trade Creditors	**1,213**	104
Other Creditors	**6,280**	-
Accruals	**13,500**	11,586
Deferred income (note 13)	**149,182**	225,442
	170,175	237,132

13 Movement in deferred income

Funds	**Balance at 1 April 2022** £	**Utilised** £	**Unutilised** £	**Balance at 31 March 2023** £
NHS Bolton CCG	100,000	(100,000)	90,813	90,813
Bolton Council	29,276	(29,276)	20,789	20,789
The National Lottery Community	24,898	(24,898)	-	-
E Wright	47,769	(47,769)	15,664	15,664
CVS - Leadership Monies	8,500	(8,500)	-	-
Unlocking Wellbeing	-	-	12,499	12,499
Health and Wellbeing	-	-	8,233	8,233
CVS Community Outreach BAMER	13,829	(13,829)	-	-
CVS Connecting People	1,170	(1,170)	1,183	1,183
	225,442	**(225,442)**	**149,182**	**149,182**

14 Pension commitments

The company operates a defined contributions scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £15,053 (2022 - £13,086).

15 Movement in funds

	Note	Balance at 1 April 2022	Income	Expenses	Transfers	Balance at 31 March 2023
Restricted funds:		**£**	**£**	**£**	**£**	**£**
Bolton Council	i.	-	108,719	(109,792)	1,073	-
The National Lottery Community Func	ii.	-	116,719	(122,957)	6,238	-
E Wright	iii.	-	35,605	(35,605)	-	-
The Bolton Fund	iv.		27,746	(28,868)	1,122	
Warburtons			10,000	(10,000)	-	
Other charitable activites		-	11,862	(10,678)	(1,184)	-
		-	310,651	(317,900)	7,249	-
Unrestricted funds:						
General funds		81,494	41,968	(34,473)	(7,249)	81,740
Total funds		**81,494**	**352,619**	**(352,373)**	**-**	**81,740**

Notes on restricted funds

i. Bolton Council (Adult Services) funds the Helpline and Information Service, and Time for You project.
ii. The National Lottery Community Fund have funded a new grant to continue the Carers Health and Well Being Project starting on 1st November 2019 and ending on 31st October 2022. This has been extended to 2025.
iii. Funding from Eric Wright Charitable Trust has been used to fund the Fundraising Development Officer Post.
iv. Bolton Community and Voluntary Service (CVS) have funded the Bolton Leadership Project, and additional Benefits Advice Officer hours.

16 Analysis of total funds

Analysis by type of asset and liability	General Funds **£**	Restricted Funds **£**	31 March 2023 **£**	31 March 2022 £
Tangible fixed assets	211	-	211	436
Net current assets	81,529	-	81,529	81,058
	81,740	**-**	**81,740**	81,494

17 Employees and Directors

The average number of employees during the period was 11 (2022-2022: 9)

BOLTON CARERS SUPPORT

England & Wales - Charity number 1082166

Accounts

Company Registration Number *03965369*
Charity Registration Number *1082166*

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2022

Bolton
carers support
supporting you... because we care

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2022

CONTENTS

	Page
Report of the Directors and Trustees	2
1 Reference and administrative details	3
2 Message from the Chair	4
3 Structure, governance and management	6
4 Objectives and activities	7
5 Achievements and performance	10
6 Financial review	16
7 Trustees' responsibilities	17
Independent Examiner's Report	19
Statement of Financial Activities	20
Balance Sheet	21
Statement of Cash Flows	22
Notes to the Financial Statements	23

A carer is someone who supports a family member, a relative or a friend who cannot manage on his or her own because of illness, disability, addiction or old age.

There are 6.5 million carers in the UK and, according to the 2011 Census, there are 30,629 carers in Bolton (initial figures from Census 2021 suggest this figure is 40,000+). Of these, 7,935 carers provide 50 hours or more care each week.

The economic value of the contribution made by carers in the UK is now £132 billion per year, almost double its value in 2001 (£68 billion).

£132 billion is close to the total annual cost of health spending in the UK, which was £134.1 billion in the year 2014-15.

This means that the value of the contribution made by the UK's carers saves the public purse enormous sums every week, day and hour of the year :

- £2.5 billion per week
- £362 million per day
- £15.1 million per hour

Bolton Carers Support identifies hidden carers and provides information on local services, as well as offering a listening ear and emotional support, opportunities for a short break, courses on a range of topics, and benefits advice to help carers maximise their income.

State of Caring (Carers UK, 2021)

The COVID-19 pandemic continues to have a monumental impact on unpaid carers' lives – not only because of the increased amount of care that many are having to provide, but because of the far-reaching effect that providing this level of care is having on many aspects of their lives: their relationships, their mental and physical health, their paid work and finances, and their emotional wellbeing. We estimate that overnight, an additional 4.5 million people became unpaid carers in March 2020, meaning 1 in 4 (26%) UK adults were providing unpaid care to an older, disabled or ill relative or friend at the height of the pandemic. Although we expect these numbers to decrease slightly, the numbers of unpaid carers have been rising significantly as the population ages and healthcare continues to improve. Increasing support for carers, whether it's practical or financial, must be at the heart of how we address the recovery from the COVID-19 pandemic.

Census 2021

Census 2021 was held on 21 March 2021 in England, Wales, and Northern Ireland. The Office for National Statistics (ONS) runs the census in England and Wales and is independent from the government.

All carers were encouraged to identify themselves on their census form. The census only happens every 10 years and it is used to inform decisions on services, such as healthcare, education, and transport, and it also provides a more accurate and up to date figure for the number of carers in the UK. National and local charities use the census to make the case for more services for carers.

Census 2021 contains a specific question (question 24 in England and Wales) on the provision of unpaid care:
"Do you look after, or give help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?"

We will soon be able to have access to Census results.

BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2022

Directors' Report for the purposes of section 417 of the Companies Act 2006 and Trustees' Report for the purposes of part 8 of the Charities Act 2011

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Bolton Carers Support	
Charity Registration:	1082166	
Company Registration:	03965369	
Registered Office:	Thicketford Centre Thicketford Road Tonge Moor Bolton Greater Manchester BL2 2LW	
Trustees:	David Ruane	Chair (Trustee 26.5.21 and Chair from 9.12.21)
	Sue Foster	Vice Chair
	Simon Thompson	Honorary Treasurer
	Enid Brooks	
	Harendra Purshotam Mistry	
	Frances Ayleen Benischke	
	Caroline Hilton	
	Elizabeth Pickles	
	Tim Hilton	Resigned (5.10.21)
	Abeda Hanslod	Resigned (25.11.21)
	Anne Oakes	Resigned (9.12.21)
	Sally Cooper	Resigned (26.5.21)
	Ian Cooper	Resigned (26.5.21)
	Tracy Lee	(from 20.7.21)
	Ian Bury	(from 21.4.22)
Company Secretary:	Georgette Kay	
Bankers:	Santander UK PLC Briddle Road Merseyside L30 4GB	
Independent Examiner:	Mr Michael Garrett FCA Kay Johnson Gee Limited 1 City Road East Manchester M15 4PN	

In last year's report we expressed our thanks to Anne Oakes, Sally and Ian Cooper, and also Tim Hilton, who all stepped down from their committee roles in 2021. Sadly, Tim died in 2022, and we would like to express our condolences and thanks for all Tim did for Bolton Carers Support.

2 MESSAGE FROM THE CHAIR

As I took over as Chair at the back end of 2021, we were still emerging from the unprecedented social and economic impact that the Covid-19 pandemic had visited upon us, and I truly believe that this will serve as a timeline in our history as now modern events will be referred to as 'pre and post' pandemic much as both World Wars are reference points. At the end of 2021 we were just starting to learn how to live with the 'new normal' way of doing things and as a relatively small organisation not only did we manage to weather that storm, but we were able to provide an unbroken level of service to our unpaid carers throughout, thanks entirely to the dedication commitment and resilience of our staff and volunteers.

As we continue now on that 'new normal' journey I have to admit that whilst I've had quite a bit of experience with Bolton Carers Support both as a volunteer and a trustee and also more importantly as a full time carer myself, I was maybe a little naïve at the beginning as to the enormity of the responsibility and weight of expectation that holding the office of Chair entails. We are seeing more and more deeply complex issues that our carers are reaching out to us for help, advice and support with, and it is being able to provide this impartial and independent service to all of Bolton's carers in all of its diverse communities that fills me with an enormous sense of pride and satisfaction. Whilst I am not the most experienced or knowledgeable in this field I have lived and indeed am still living with some of the same fears, anguish and frustrations as the carers we are supporting on a daily basis.

During this year we had an important funding application in the pipeline for which staff jobs and support services were dependent upon, as well as the possibility of another large slice of funding that we are working hard to bring in along with other organisations. This would go a long way to help us meet our long-term goal of expanding our service user offer to the estimated 40,000+ carers (as we believe the 2021 Census results will show) in the borough but to achieve this ambition we must have confidence, longevity and security which is very difficult to achieve within the VCSE sector. Alongside the funding, we also recognise the importance of developing and maintaining key partnerships with other organisations including the statutory sector to achieve and maintain this goal and at the time of writing we are actively involved with Bolton Council, the newly created Integrated Care Partnership and the Royal Bolton Hospital as well as being involved in social studies with the Bank of England and the Centre for Social Justice and we are noticing more and more that these groups are reaching out to us for help. I must however stress that we will only work within these partnerships if there is a clear synergy on the ambition, outcome and impact for our carers and as an independent and volunteer led organisation we must never lose sight of this reason for our existence and our constitutional obligations.

It was a great pleasure and quite a surprise to learn at the end of 2021 that we were nominated by a third party to receive the Queens Award for Voluntary Service (which is equivalent to a group MBE!). Though this award is aimed at our fabulous volunteers past and present none of it would have been possible without the support of a fabulous team of dedicated staff and it continues to humble me how strong we are as a group. Together we have faced many challenges recently; we've experienced heart-breaking losses for both staff and volunteers. However, we have managed to recruit to key positions in a very difficult environment and it is also my intention to grow our trustee committee to reflect the growing need for change and flexibility within our organisation.

Thank you to everyone involved with Bolton Carers Support; you are an extraordinary and inspirational group of people!

David Ruane
Chair of Bolton Carers Support
Date 16/11/22

3 STRUCTURE, GOVERNANCE AND MANAGEMENT

Registered charity and company limited and guarantee

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 03965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

Membership

Bolton Carers Support is a membership organisation. Full membership is available to carers, former carers and representatives of local groups who have registered with the charity. Associate membership is also available to carers' workers and local, regional and national voluntary and statutory organisations with an interest in carers' issues.

Carers are involved throughout the organisation as trustees and as volunteers. The knowledge and skills carers contribute ensures Bolton Carers Support is carer-led and delivers services carers need.

Governing body

Our governing body, the Board of Trustees (the 'Management Committee'), is responsible for the overall governance, policy and work of the charity, as outlined in our Memorandum and Articles of Association dated 5 April 2000. The Management Committee can have between 3 and 16 members and there is a requirement in the Memorandum and Articles of Association that "the company shall seek to ensure that at all times the majority of Management Committee members are carers".

The trustees are volunteers and do not receive any remuneration for their services but may claim reasonable expenses (such as travel costs) incurred through attending meetings and training sessions or through other duties.

The Management Committee usually meets formally every two months and is responsible for directing the affairs of the charity and ensuring that it is solvent, well run and delivers charitable outcomes for the benefit of carers.

Trustees' appointment, induction and training

Trustees bring a wealth of skills and insight based on their years of caring, and are passionate about improving services and support for carers in Bolton. The charity ensures that anyone interested in standing as a trustee is fully informed of what the role involves. Potential candidates meet with the Chair and Chief Officer before joining the Committee.

Following their appointment, new trustees are given a detailed 'Essential Guide for Trustees' and attend an induction session at the charity's offices. All trustees receive regular correspondence from the charity and are invited to training sessions (on topics such as: role responsibilities and expectations, equal opportunities, safeguarding, finances), planning for the future workshops, and charity events to help keep them up-to-date and engaged in its work.

Organisational structure and decision making

A Human Resources and a Finance Sub-Committee meets regularly to deal with matters relating to policies and procedures, personnel, premises and finance. The Sub-committees are attended by the honorary officers (the Chair, Vice Chair, Honorary Treasurer) and trustees with a particular interest in the remit of the Sub-committees. Minutes of meetings go to the Management Committee for approval.

Management

The Management Committee delegates operational planning and day-to-day management, including financial authority and staff management, to the Chief Officer. The performance of the Chief Officer is overseen by the Management Committee through reports and briefings presented by the Chief Officer, and through regular meetings with the Chair of the Management Committee.

3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The staff team

There are 10 staff members (2 full time and 8 part time):

Chief Officer and Company Secretary	Georgette Kay
Activities Co-ordinator	Peter Harmer
Fundraising Development Officer	Alison Caunce
Welfare Benefits Advisor	Elaine Holt
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Melissa Taylor (ended 6.5.22)
Outreach Worker	Zoe Hill
BAMER outreach Worker	Nireexa Solanski (from 28.2.22)
Telephone Befriending Co-ordinator	Laurent Fernandez-Moreno

* Finance Support is supplied by TACCOUNTS (NW) LTD

Public benefit

The trustees have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the public benefit guidance published by the Charity Commission and this is detailed in the Objectives and Activities section of the Trustees Annual Report.

4 OBJECTIVES AND ACTIVITIES

Constitution policies and objectives

Bolton Carers Support provides information, emotional support, training and short breaks to carers over the age of 18 who live in Bolton or who care for someone living in Bolton. A carer is someone who supports a family member, relative or friend who cannot manage on his or her own because of illness, disability, addition or old age. They do not have to live with the person nor be the only one who does the caring.

The Memorandum and Articles of Association states that Bolton Carers Support's objects are:

> *"To pursue any charitable purpose for the benefit of carers, in particular but not exclusively, to educate the public about the issues affecting carers and the stresses experienced by them, to provide information, support and services to carers living in or caring for someone in the Metropolitan Borough of Bolton".*

Bolton Carers Support has a 28-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 4,803 carers are being supported (as at 31 March 2022).

Our Vision

Bolton Carers Support wants all carers to feel valued and to receive the information, care and support they deserve.

4 OBJECTIVES AND ACTIVITIES (continued)

Our 7 Aims

1. **Carers will be informed, empowered and confident**
2. **Carers will have improved health and well-being**
3. **Carers will experience reduced social isolation**
4. **Carers will be trained and supported to care**
5. **Carers will be financially better off**
6. **Carers will have regular time off from caring**
7. **Bolton Carers Support is a strong and effective carers organisation**

Summary of our main activities

Carers Helpline	Carers can ring the helpline for information or emotional support, as well as for signposting information about aids and equipment, benefits, support groups, help at home, respite care, health services and other topics. The helpline is open 24 hours a day, 7 days a week, including bank holidays.
Carers Information and Advice Appointments	Information and advice appointments are held at the office so carers can talk face-to-face to a member of staff and discuss their caring situation in detail.
Carers Contact Newsletter	A free quarterly newsletter is sent to all carers registered with Bolton Carers Support, packed full of useful information on local services, forthcoming events and activities and carers' life stories.
Benefits Advice	Carers are helped to claim any benefits they may be entitled to, with one-to-one appointments offered at the charity's offices and home visits.
Short Breaks	A wide variety of group breaks (of a few hours duration - meals out, day trips, visits to places of interest) are arranged for carers to have some respite from their daily responsibilities.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being.
Carers Fact-Sheets	45 fact-sheets are available to download from the website, providing a clear overview of a topic and sources of help.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support.
Awareness-raising	Our outreach work raises awareness about carers, identifies 'hidden carers', and promotes Bolton Carers Support's services.
Work with health and social care professionals	Bolton Carers Support works with partners on joint initiatives to help identify, support and refer carers. Carers' issues are highlighted within a range of local plans and strategies.
Telephone Befriending	A service which enabled carers to have a break from their caring role. This service has developed into a telephone befriending service due to COVID restrictions.

Please see our website www.boltoncarers.org.uk for more information
Twitter @boltoncarers
Facebook @boltoncarers

4 OBJECTIVES AND ACTIVITIES (continued)

During the pandemic

Bolton Carers Support has been an essential contact for unpaid carers and even more so throughout the pandemic. The nature of the calls/queries/concerns have been varied, but the complexity has increased. Calls to the helpline can be varied in length. Clearly a broader range of carer related issues were raised during the pandemic.

Key topics raised on the helpline and during befriending by carers during pandemic include:

- Communication & connection
- Mental Health
- Care home visits/concerns
- Bereavement support
- Shielding and Vulnerability
- Inability to contact other organisations for health/social care issues
- Loneliness
- Support with the caring role
- Understanding the rules/guidance and what they can and can't do
- Risks of paid carers continuing to provide care to cared for
- Emotional support - frustration & offloading
- Value of shared experience
- Accessing food - humanitarian hub
- Prescriptions
- Accessing PPE
- Vaccine queries and eligibility.

The 24-hour carers helpline ran throughout the pandemic with no interruption to service, which we have been complemented on by carers, as they have had trouble contacting other services.

Through the pandemic restrictions, activity involved and continues to involve:

- Carers 24-hour helpline - factual, signposting, listening ear
- Proactive phone calls to carers on a rolling programme
- Benefits advice and support
- Support in providing Carer ID proof
- PPE delivery
- Communication of key messages to carers through our channels - text, email, newsletter, phone, social media
- Quarterly newsletter with key information sent to all registered carers
- Ongoing registration of new carers to our database - with new carer information pack sent
- Digital inclusion and support, including loaning tablets with Wi-Fi, getting carers included and involved with Zoom groups
- Telephone befriending on a regular basis to carers
- Zoom sessions covering a range of supporting topics and opportunities to engage (e.g., mindfulness, fun quizzes, weekly coffee mornings)
- Doorstep visits and walking groups (1-1 and groups) linked to government guidance
- Skill and Confidence development
- Service being a point of contact for those confused in the system - connecting carers with health professionals - e.g., Dementia Lead at Hospital - and our service flagging up common themes to partners.

5 ACHIEVEMENTS AND PERFORMANCE

Identifying carers

Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation; looking after their partner, parent or child. They may not realise help is available. We identify hidden carers as this is the first step to getting support.

During the year we identified 346 new carers through talks and presentations, information displays at events, social media, referrals from partner organisations, and noticeboards in GP surgeries. The total number of carers registered with Bolton Carers Support and receiving regular information at 31 March 2022 is 4,803.

Outreach Work to identify hidden carers in the community included:

Zoom Groups:

- Reading for Wellbeing Zoom Group - 23 sessions
- Carers Quiz Zoom Group - 39 sessions
- Creative Wellbeing Zoom Group - 34 sessions

Carer drop in's/activities:

- Tonge Moor Carers Zoom Group and in person meetings - 33 sessions
- Westhoughton Carers Zoom Group and in person meetings - 12 sessions
- Little Lever Christ Church Group - 7 sessions
- Little Lever Precious Gems Group - 6 sessions
- Kearsley Carers Group - 5 sessions
- The Bridge, Bradshaw Road - 4 sessions
- Origami - 3 sessions
- Bike riding - 6 week courses
- Walking Group - 25 sessions

Presentations to Professionals/Community Groups:

- Carers Rights Day & AGM
- BAND
- Destitution Project
- Age UK Bolton
- MHIST
- Social Prescribing Team - 3 sessions
- BCS Volunteer event
- Carers Xmas Meal x2

Staff events:

- SAFFA
- Mental Health event - Victoria Halls
- International Womens Day - Victoria Halls
- Senior Solutions welcome back events - 2 sessions

As part of our commitment to raise awareness about our work, we link into many local networks and meetings to ensure we keep up to date with local developments as well as sharing information about our service to encourage referrals from other groups and organisations. This has continued where possible.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Support and advice

Information, support and advice form the cornerstone of Bolton Carers Support services. Carers who contact the helpline receive information and advice and can often be referred or signposted onto other organisations for additional support.

Our Carers information and Advice Service, funded by Bolton Council, covers our helpline, website, information and advice appointments, factsheets, and newsletter. Our partnership with Careline provided by Bolton at Home, enables the helpline to be open 24 hours a day, 7 days a week and on bank holidays, ensuring that carers can access support and advice at a time when they most need it.

- 37,995 emails sent to carers
- 2,811 texts sent to carers
- 4,311 enquiries from carers were handled in the year as well as a significant number of enquiries from professionals/partners
- The Carers Contact newsletter was mailed/emailed out four times during this year, with an average of 4,751 issues sent out each time (we now only send electronic versions to professionals).
- There are a total of 45 carer factsheets in the series, with two reviewed during this period.

Telephone Befriending Service

The telephone befriending is now fully established. It has close to 100 referrals in the two years since it was started. There continues to be a steady flow of referrals, usually around 4/5 a month. The majority of these come from within Bolton Carers Support. Carers are identified by the helpline staff as requiring more frequent contact.

Befriending relationships have been started with 63 carers and, at 31st March 2022, there are 54 active relationships. Each relationship varies both in length of call and depth of conversation. Most carers receive a fortnightly call which, on average, lasts for about 30 minutes but there are 5 minute check-ins and calls that last over an hour.

There is no time limit to the length of relationship, that depends on the individual. Some are quite brief, usually if referred by a third party, whilst others are open ended. The first carer contact continues to have regular contact.

Carers referred into the befriending service tend to be identified as having more on-going complex needs - mental health, bereavement and loss, lack of family support, loneliness self-identified, change to relationship. They have a need for friendship/communication/contact – people have felt lonely. They are communicated with as the person that they are. There is no emotional attachment so they can just be themselves – sharing their present, past and future. Carers are being supported with use of compassion-based therapy techniques and goal setting.

The support offered to the individual focuses on understanding their present situation, the support they have, the services involved and in guiding them to access support according to their present needs - carer support, carers assessment, assessment of needs, specialised dementia services etc.

Carers are given encouragement to talk about their likes, interests and activities - present and past.

Health matters are discussed, and a conversation is held about their own well-being and the importance of looking after self. Risk and safeguarding are also monitored.

Volunteers

Our volunteers were unable to connect with us in the same way due to the pandemic restrictions, and vulnerability and shielding issues. Our volunteers who haven't been able to continue supporting the service in the usual way, have been encouraged to support other services through the COVID-19 crisis where possible.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Benefits Advice Service

Our Benefit Advice Service, funded by both the The National Lottery Community Fund and Bolton CVS, continued to offer carers practical help to claim benefits. Due to COVID-19, home visits and office appointments were replaced by telephone appointments only.

The total benefit gain during the year was £208,912. The benefits advice service provided:

- 114 new telephone appointments
- 43 repeat telephone appointments
- 77 additional cases dealt with
- 10 new office appointments
- 1 repeat office

Workshops:

- Harwood Methodist - dementia support - 12 attendees
- Thicketford Centre - 2 attendees

Activities for carers (outings/events & workshops)

The Covid-19 pandemic and subsequent lockdowns were responsible for the delivery of short respite breaks for carers and the people they care for.

A number of planned events had to be cancelled, some at short notice, as we came to terms with the restrictions on movement and getting together, and our plans to deliver activities more locally within the neighbourhoods had to be, once again, postponed.

In order to reduce the negative impact of the Covid constraints, we continued to deliver workshops and classes online via ZOOM for carers to meet others and socialise, albeit on screen.

This brought its own challenges with many carers having the barrier of no internet access or limited knowledge of video conferencing etc.

To tackle these issues, we introduced a scheme to loan our tablet computers together with basic instructions, and back-up over the telephone learning and some home visits when restrictions allowed. This was, in many cases, very successful, but nonetheless challenging. This scheme is continuing as we try to upskill carers with knowledge and confidence in the use of information technology.

Throughout the year, we made every effort to bring carers together, where possible, with outdoor events in Moss Bank Park, for example and, when deemed appropriate, resuming meals out etc for carers, and also carer and cared for events. The uptake to these events however has been lower than pre-Covid levels, as there is a reluctance from some people to engage due to fear of infections.

During the course of the year, Bolton Carers Support was also responsible for the delivery of free Personal Protective Equipment to unpaid carers, delivering over 55000 gloves, 14350 aprons and almost 29000 masks. This massive task was made possible by the flexible working of staff and the assistance of a number of volunteers, who we thank for their help.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

The following table outlines the respite breaks delivered over the 12-month period:

Event	Type of event	Comments	Carers attending
Theatre Thursdays	Carer & Cared For	8 sessions x ZOOM	9
Build your self confidence	Learning Day	Cancelled: Concerns re Covid (3 sessions)	0
Planning for the Future 1	Learning Day	ZOOM	6
Planning for the Future 2	Learning Day	ZOOM	8
Tackling Loneliness	Learning Day	ZOOM	5
Basic First Aid	Learning Day	ZOOM	5
Warbling Wednesday : Moss Bank Park	Carer only	Low numbers due to concerns re Covid	5
Walking meditation : Moss Bank Park	Carer only	Low numbers due to concerns re Covid	7
Yoga with Lesley	Learning Day	Continuing fortnightly: in person & ZOOM	10
Digital Skills workshop : Bolton College	Learning Day	Cancelled: Concerns re Covid	0
Digital Skills workshop : Bolton College	Learning Day	Cancelled: Concerns re Covid	0
Theatre / Movie Thursdays	Carer & Cared For	12 session x ZOOM	10
Meditation with Nireexa	Learning Day	Continuing fortnightly : in person & ZOOM	10
Exercise with Melissa	Learning Day	10 sessions x ZOOM	5
Mindfulness Cookery	Learning Day	ZOOM	5
Autumn Lunch @ Holiday Inn	Carer & Cared For	Low numbers due to concerns re Covid	25
IT Learning drop in	Learning Day	Cancelled: Concerns re Covid	0
Casa Nostra restaurant	Carer only	Fully booked	29
Bolton Little Theatre	Carer only	Low numbers due to concerns re Covid	18
Christmas lunch @ Holiday Inn	Carer & Cared For	Low numbers due to concerns re Covid	25
Carer Xmas Lunch : Red Lion	Carer only	Low numbers due to concerns re Covid	24
Volunteer Get-together	Learning Day	Cancelled: Concerns re Covid	0
Planning your Future : Kearsley	Learning Day	Cancelled: Concerns re Covid	0
Planning your Future : Thicketford	Learning Day	Low numbers due to concerns re Covid	5
Welfare Benefits : Kearsley	Learning Day	Cancelled: Concerns re Covid	0
Planning your Future : Westhoughton	Learning Day	Cancelled: Concerns re Covid	0
Welfare Benefits workshop : Westhoughton	Learning Day	Cancelled: Concerns re Covid	0
Welfare Benefits workshop : Thicketford	Learning Day	Low numbers due to concerns re Covid	4
Valentine Lunch @ Holiday Inn	Carer & Cared For	Low numbers due to concerns re Covid	30
Coffee & Chat	Carer only	Ongoing from previous year	10
Digital skills x telephone / online	Learning Day	Ongoing from previous year	7
AGM and Carers Rights Day event	General event	Low numbers due to concerns re Covid	65
Distribution of PPE	Gloves	55,300 distributed	
	Aprons	14,350 distributed	
	Masks	28,550 distributed	

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Consulting with our carers

Throughout the year we have been proactively contacting our carers and listening to the need and support required through such extraordinary times. Learning from this period is currently being undertaken, with a second impact report being produced, following consultation with our carers and volunteers.

Funding

We wish to express our thanks to The National Lottery Community Fund, Bolton Council and CVS Bolton's Fund for continued funding for supporting our work.

This year has seen a steady succession of grants awarded. We were particularly pleased to be successful in receiving a grant from Eric Wright with whom we have an excellent relationship but who had previously paused their funding stream but subsequently reopened it. We were also delighted to receive funding from CVS Bolton's Fund to allow us to try and work with some communities which we have struggled to previously reach.

We received our second donation as a result of your participation in our partnership lottery with Bolton Hospice. This is an easy way for you to help both us, and the hospice, and also have the chance to win a substantial prize for yourself.

Looking into the next year we have some significant work to do to ensure we secure the future of some our biggest projects. Although hampered by the pandemic for the last 2 years we are still trying to diversify the sources of our funding and are also continuing to build on the trust our funders have shown in us to continue delivering what you, as carers, need.

Appreciation of volunteers

The contribution made by carers and former carers who are volunteers is enormous. Volunteers help staff members with: newsletter mail-outs; events for carers; and deliver workshops and craft activities. The staff and trustees wish to thank all our volunteers.

Feedback from carers

"The only pragmatic help I've received is from Bolton Carers Support since the start of the pandemic. A lifeline!!"

"The additional income can now be used for a sitting service and other things that will help us to keep going especially in these difficult times. I am truly grateful for the help and support we received."

"Pride was eventually overcome with common sense and with the right advice and help with daunting administration our problematic financial issues have been resolved. Our quality of life has improved considerably. We send our sincere thanks.."

"Elaine's help was much needed at a time when things had started to get out of control. The extra income was much needed as its now giving us the chance to not feel as anxious at what and how we will be able to do and afford help. Thank you for your time and empathy in improving our financial situation."

5 ACHIEVEMENTS AND PERFORMANCE (continued)

"I enjoy my chats and am able to talk about things that are getting me down, things that I have done which are enjoyable or, on the other hand, everyday tasks that I have struggled to cope with. I feel, through our chats, that I have known Laurent for a number of years, he is so good and a very good listener."

"I can say anything that is on my mind even the negative thoughts. He will remind me that I am not alone or awful because others think and say the same in my position. He also reminds me to try and think about my needs which I do neglect."

"Although I can't get to coffee mornings and events because I am busy looking after my son. It is reassuring that I can speak to someone if I have any problems and it is very nice to be able to have a chat with someone on the phone."

"I find that the befriending service has and is helping me thank you. It has helped to focus on life with your help and supported me with my grief."

"Thank you so much for being so helpful earlier, you have put my mind at ease a lot. You were very kind and helpful, and I appreciate it, as I was well out of my depth today."

"A lot of people must be grateful for this service and would, probably, be feeling a bit vulnerable without it. Thank you for providing these services they are my lifeline."

"This service is absolutely essential possibly more so highlighted by the pandemic when vulnerable people were very isolated. I found my contact really essential during my role as a full-time carer for my wife. Sadly, she is now in a home full time. Thankfully my support hasn't ended. I wasn't trained to be a carer. It is something that I had to adapt to. The older you are, I feel the more this service is essential."

"It is good to be able to talk to someone outside of my family and say what I feel about how things are going in my life."

"It was great to be able to just get away for a couple of hours and be myself."

'"Recharging my batteries and meeting up with people I now call my friends. Thank you."

5 ACHIEVEMENTS AND PERFORMANCE (continued)

"Very enjoyable away from the pressure of caring for my husband and able to relax in other's company.... Oh, and the food was excellent."

"The meals out are really good, and meeting other like-minded carers makes you realise that you're not alone."

"Art on Zoom.. is quite an experience in which the group are able to challenge drawing all together and each give their own creation.. very therapeutic and great company that is good for mental health."

"It gives me a small amount of time to be myself and re-connect with yoga which I did years ago. I was welcomed into the group and thoroughly enjoy every minute of peace and meditation."

"The workshop (Planning for the future) was great. It allowed me to get out, meet new people and learn what I need to do to sort out our future."

"Just to have the opportunity to get away from caring for a short time and meet up with others is fantastic."

"It's brilliant that I can get involved with Nireexa (Meditation) by ZOOM. I can't get to the centre but really enjoy the sessions."

"I really enjoy the carers walks, meeting other carers and having a chat really cheers me up."

"The craft lessons run by Zoe have been amazing. Drawing has never been a strong point of mine. I can say I have really enjoyed the sessions. They have given me confidence and I have found them very therapeutic. As a carer theses sessions have given me some "me time"".

"Feel so much better after chatting today, very grateful for the time and didn't feel rushed. I felt comfortable enough to open up in a way I can't do with family and friends"

"I feel so much better after talking again today and having some of the things explained. The support from BCS has been amazing, I can't begin to express what a difference it makes knowing I can turn to BCS. I really do appreciate their time and effort."

6 FINANCIAL REVIEW

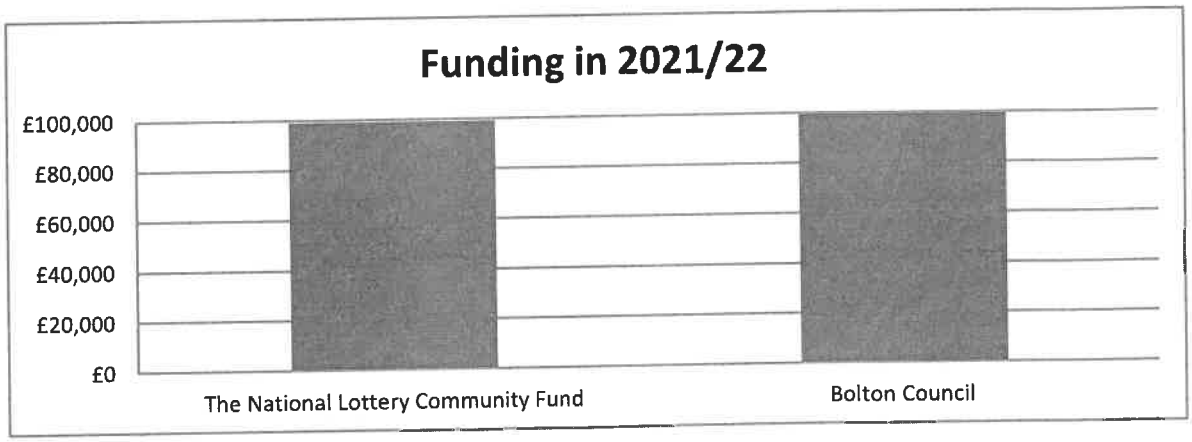
The 2021-2022 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- Bolton Council (Adult Services) which funds the 24 hour helpline and information service and Telephone Befriending service.
- The National Lottery Community Fund which funds the Connected and Informed project.

The trustees wish to thank all our funders for their support.



- The National Lottery Community Fund £99,051
- Bolton Council £99,294

7 STATEMENT OF TRUSTEES RESPONSIBILITIES

Compliance with Accounting Standards

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no information relevant to these financial statements of which the charitable company's independent examiner is unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Internal controls and risk management

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, including financial controls. The charity's systems of internal controls are designed to provide reasonable assurance against material financial misstatement or loss to the charity.

Trustees examined the major strategic, business and operational risks which the charity faces and a formal risk management process is in operation across the charity, with a risk management policy and disaster recovery plan in place, and reviewed and updated annually. Potential risks are assessed as to their likelihood and impact and the consequent actions necessary taken to manage those risks. Other management processes in place include:-

- regular review of financial management reports comparing income and expenditure with agreed budgets and year-end forecasts;
- ongoing review of a reserves policy that takes account of the risks of streams of income and expenditure; and
- regular review of insurance cover to take account of potential risks (such as business continuity).

The trustees are satisfied that appropriate actions are being taken to manage risk and that the charity's internal controls comply with the guidelines issued by the Charity Commission.

Liabilities

In the event of the company winding-up, members and those who have ceased to be a member within one year of such an event have guaranteed the liabilities of the company to the sum not exceeding one pound each.

7 STATEMENT OF TRUSTEES RESPONSIBILITIES (continued)

Investment policy and objectives

The trustees invest surplus funds in high rate deposit accounts until required for the charity's use.

Reserves policy

The charity's policy is to invest its funds in the ongoing expansion of the work and reach of the charity but to retain sufficient levels of unrestricted reserves to enable us to continue our core strategic activities, in order to allow trustees to meet their day-to-day responsibilities and to ensure that it continues to operate on a sound basis. The trustees consider the financial position to be satisfactory and funds held are sufficient for:

- the purchase or replacement of equipment and furniture;
- service development to allow for the setting up of new projects and extending existing projects;
- contingency resources to allow the charity to be wound up in an orderly fashion in the event that it ceases to operate.

Going Concern

The trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

The trustees report was approved by the Management Committee and signed on its behalf by:



David Ruane
Chair of Bolton Carers Support

Date 16/11/22

BOLTON CARERS SUPPORT

Independent Examiner's Report to the Trustees of Bolton Carers Support
As at 31 March 2022

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Bolton Carers Support ('the charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act;
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Use of my report

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.



Michael Garrett FCA
Kay Johnson Gee Limited
1 City Road East
Manchester
M15 4PN

Date 16 November 2022

BOLTON CARERS SUPPORT

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2022

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
INCOME					
Income from donations and legacies					
Core income		**32,595**	**-**	**32,595**	17,351
Investment Income	**3**	**198**	**-**	**198**	221
Income from charitable activities	**4**				
- NHS Bolton CCG		**-**	**-**	**-**	3,803
- Bolton Council		**-**	**99,294**	**99,294**	105,128
- The National Lottery Community Fund		**-**	**99,051**	**99,051**	121,030
- E Wright		**10,000**	**20,000**	**30,000**	5,563
- Bolton CVS		**-**	**15,393**	**15,393**	10,559
- Other charitable activities		**3,776**	**-**	**3,776**	21,431
Total income		**46,569**	**233,738**	**280,307**	285,086
EXPENDITURE					
Expenditure on charitable activities					
- NHS Bolton CCG		**-**	**-**	**-**	3,803
- Bolton Council		**-**	**99,294**	**99,294**	105,128
- The National Lottery Community Fund		**-**	**99,051**	**99,051**	121,030
- E Wright		**-**	**20,000**	**20,000**	5,563
- Bolton CVS		**-**	**15,393**	**15,393**	10,559
- Other charitable activities		**-**	**-**	**-**	21,431
- Governance costs	**5**	**4,161**	**-**	**4,161**	3,521
- Other resources expended		**39,726**	**-**	**39,726**	3,907
Total expenditure		**43,887**	**233,738**	**277,625**	274,942
Net income (expenditure)	**6**	**2,682**	**-**	**2,682**	10,144
Funds at 1 April 2021		**78,812**	**-**	**78,812**	68,668
Funds at 31 March 2022		**81,494**	**-**	**81,494**	78,812

BOLTON CARERS SUPPORT

Balance Sheet
As at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	10	**436**	422
Current assets			
Debtors	11	**188**	108,471
Cash at bank and in hand		**318,002**	162,663
		318,190	271,134
Creditors : amounts falling due within one year	12	**(237,132)**	(192,744)
Net current assets		**81,058**	78,390
Net assets		**81,494**	78,812
Funds			
Restricted funds	15	**-**	-
Unrestricted funds	15	**81,494**	78,812
Total funds		**81,494**	78,812

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2022 and of its net income for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The financial statements on pages 20 to 27 were approved by the Board of Trustees :

David Ruane
Trustee

Date 16/11/22

Simon Thompson
Trustee

Date 16/11/2022

BOLTON CARERS SUPPORT

Statement of Cash Flows
For the year ended 31 March 2022

	2022 £	2021 £
Net cash flow from operating activities	**155,577**	22,721
Cash flow from investing activities		
Purchase of tangible fixed assets	**(239)**	-
Net cash flow from investing activities	**(239)**	-
Change in cash and cash equivalents in the year	**155,339**	22,721
Cash and cash equivalents brought forward	**162,663**	139,942
Cash and cash equivalents carried forward	**318,002**	162,663
Cash and cash equivalents consists of:		
Cash at bank and in hand	**318,002**	162,663
Net cash flow from operating activities		
Net income (expenditure)	**2,682**	10,144
Depreciation	**224**	375
(Increase) decrease in debtors	**108,283**	(102,130)
(Decrease) Increase in creditors	**44,388**	114,332
	155,577	22,721

1 General information

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

2 Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations is included in the accounts for the period in which payment was received.

Investment income comprises of interest, and is accounted for on a receivable basis.

Grants and contract income receivable is credited to the SOFA in the period in which the charity becomes entitled to receive the grant. Grants which are for a specific future period are deferred to that period.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure is recognised when it is incurred and is reported gross of related income on the following basis:

- Costs of generating funds comprise costs associated with attracting voluntary income and the costs of other income generated.
- Charitable expenditure comprises direct expenditure including direct staff costs attributable to its activities. Where costs cannot be directly attributable, they have been allocated to activities on a basis consistent with the use of resources as described below.
- Governance costs, including those incurred in the governance of its assets and are directly associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation on fixed assets is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixture and Fittings	15% straight line
Computer Equipment	25% straight line

At each balance sheet date, the company reviews the carrying amounts of its fixed assets to determine whether there is any indication that any items of tangible fixed assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Fund balances

Unrestricted funds are incoming resources receivable or generated for the objects of the charity, without restriction, and are available as general funds to be applied as the charity sees fit.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs and other post-retirement benefits

The charitable company contributes to Stakeholder pension schemes chosen by individual employees. Contributions payable to the stakeholders pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

Bolton Carers Support is a registered charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

3 Investment Income

	Unrestricted 2022 £	Restricted 2022 £	Total 2022 £	Total 2021 £
Deposit account interest	**198**	-	**198**	221

4 Income from charitable activities

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
NHS Bolton CCG	-	-	-	3,803
Bolton Council	-	**99,294**	**99,294**	105,128
The National Lottery Community Fund	-	**99,051**	**99,051**	121,030
E Wright	**10,000**	**20,000**	**30,000**	5,563
Bolton CVS	-	**15,393**	**15,393**	10,559
Garfield Weston	-	-	-	4,225
E D Befriending Service	-	-	-	2,396
European Social Fund	-	-	-	14,699
February Fund	-	-	-	111
Other charitable activities	**3,776**	-	**3,776**	-
	13,776	**233,738**	**247,514**	267,514

5 Governance costs

	2022 £	2021 £
Unrestricted Expenditure		
Accountancy and independent examination fees	**3,930**	3,265
Trustee expenses	**231**	256
	4,161	3,521

6 Net income (expenditure)

	2022 £	2021 £
Net incoming resources are stated after charging:		
Independent examiner's fees	**3,930**	3,265
Depreciation of tangible fixed assets	**224**	376

7 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

8 Staff costs

No employee received remuneration in excess of £60,000.

9 Trustee remuneration and expenses

None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £231 (2021: £256) were paid during the year.

10 Tangible fixed assets

	Fixtures & fittings £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2021	26,528	16,355	42,883
Additions	239	-	239
At 31 March 2022	26,767	16,355	43,122
Depreciation			
At 1 April 2021	26,357	16,105	42,462
Charge for the year	100	124	224
At 31 March 2022	26,457	16,229	42,686
Net book value			
At 31 March 2022	**310**	**126**	**436**
At 31 March 2021	171	251	422

11 Debtors

	2022	2021
	£	£
Trade Debtors	188	108,471
	188	108,471

12 Creditors : amounts falling due within one year

	2022	2021
	£	£
Trade Creditors	104	1,869
Accruals	11,586	8,000
Deferred income (note 13)	225,442	182,875
	237,132	192,744

13 Movement in deferred income

	Balance at 1 April 2021			Balance at 31 March 2022
	£	Utilised £	Unutilised £	£
Funds				
NHS Bolton CCG	100,000	-	-	100,000
Bolton Council	10,301	(10,301)	29,276	29,276
The National Lottery Community	8,583	(8,583)	24,899	24,899
E Wright	7,769	(7,769)	47,769	47,769
Covid Emergency Fund - Core Salary	54,000	(54,000)	-	-
CVS - Leadership Monies	-	-	8,500	8,500
CVS - Bolton's Fund Resilience Grant	815	(815)	-	-
CVS - Bolton's Fund Digital Inclusion	1,333	(1,333)	-	-
CVS - The Haulgh Big Local Fund	74	(74)	-	-
CVS Community Outreach BAMER	-	-	13,829	13,829
CVS Connecting People	-	-	1,170	1,170
	182,875	(82,875)	125,442	225,442

14 Pension commitments

The company operates a defined contributions scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £13,086 (2021 - £13,980).

15 Movement in funds

	Note	Balance at 1 April 2021 £	Income £	Expenses £	Transfers £	Balance at 31 March 2022 £
Restricted funds:						
Bolton Council	i.	-	99,294	(99,294)	-	-
The National Lottery Community Fund	ii.	-	99,051	(99,051)	-	-
E Wright	iii.	-	20,000	(20,000)	-	-
Bolton CVS	iv.	-	15,393	(15,393)	-	-
		-	233,738	(233,738)	-	-
Unrestricted funds:						
General funds		78,812	46,569	(43,887)	-	81,494
Total funds		**78,812**	**280,307**	**(277,625)**	-	**81,494**

Notes on restricted funds

i. Bolton Council (Adult Services) funds the Helpline and Information Service, and Time for You project.
ii. The National Lottery Community Fund have funded a new grant to continue the Carers Health and Well Being Project starting on 1st November 2019 and ending on 31st October 2022.
iii. Funding from Eric Wright Charitable Trust has been used to fund the Fundraising Development Officer Post.
iv. Bolton Community and Voluntary Service (CVS) have funded the Bolton Leadership Project, and additional Benefits Advice Officer hours.

16 Analysis of total funds

	General Funds £	Restricted Funds £	31 March 2022 £	31 March 2021 £
Analysis by type of asset and liability				
Tangible fixed assets	436	-	436	422
Net current assets	81,058	-	81,058	78,390
	81,494	-	**81,494**	78,812

17 Employees and Directors

The average number of employees during the period was 10 (2021-2022: 10)

BOLTON CARERS SUPPORT

England & Wales - Charity number 1082166

Accounts

Company Registration Number	*03965369*
Charity Registration Number	*1082166*

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2021

Bolton
carers support
supporting you... because we care

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2021

CONTENTS **Page**

Report of the Directors and Trustees		2
1	Reference and administrative details	3
2	Message from the Chair	4
3	Structure, governance and management	6
4	Objectives and activities	7
5	Achievements and performance	10
6	Financial review	16
7	Trustees' responsibilities	17
Independent Examiner's Report		19
Statement of Financial Activities		20
Balance Sheet		21
Statement of Cash Flows		22
Notes to the Financial Statements		23

A carer is someone who supports a family member, a relative or a friend who cannot manage on his or her own because of illness, disability or old age.

There are 6.5 million carers in the UK and, according to the 2011 Census, there are 30,629 carers in Bolton. Of these, 7,935 carers provide 50 hours or more care each week.

The economic value of the contribution made by carers in the UK is now £132 billion per year, almost double its value in 2001 (£68 billion).

£132 billion is close to the total annual cost of health spending in the UK, which was £134.1 billion in the year 2014-15.

This means that the value of the contribution made by the UK's carers saves the public purse enormous sums every week, day and hour of the year :

- £2.5 billion per week
- £362 million per day
- £15.1 million per hour

Bolton Carers Support identifies hidden carers and provides information on local services, as well as offering a listening ear and emotional support, opportunities for a short break, courses on a range of topics, and benefits advice to help carers maximise their income.

Caring Behind Closed Doors (Carers UK, October 2020)

Throughout the COVID-19 pandemic, the majority of carers have had to provide more care. It has left many exhausted and close to burning out. They urgently need more support to help them through winter.

The COVID-19 pandemic has had a devastating effect on the lives of carers and those they are caring for. A majority have had to provide extraordinary hours of care for loved ones with increasing needs during the crisis, often without the usual help from family and friends, and with limited or no support from local services.

As a result, many people providing care have been left exhausted, socially isolated and close to burnout. Adding to these considerable pressures, carers have also taken a financial hit, and seen their health and wellbeing decline.

4 in 5 unpaid carers (81%) are currently providing more care than before lockdown.

More than three quarters (78%) of carers reported that the needs of the person they care for have increased recently.

Most carers (64%) have not been able to take any breaks at all in the last six months.

More than half (58%) of carers have seen their physical health impacted by caring through the pandemic, while 64% said their mental health has worsened.

Census 2021

Census 2021 was held on 21 March 2021 in England, Wales, and Northern Ireland. The Office for National Statistics (ONS) runs the census in England and Wales and is independent from the government.

All carers were encouraged to identify themselves on their census form, The census only happens every 10 years and it is used to inform decisions on services, such as healthcare, education, and transport, and it also provides a more accurate and up to date figure for the number of carers in the UK. National and local charities use the census to make the case for more services for carers.

Census 2021 contains a specific question (question 24 in England and Wales) on the provision of unpaid care:
"Do you look after, or give help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?"

We will soon be able to have access to Census results.

BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2021

Directors' Report for the purposes of section 417 of the Companies Act 2006 and Trustees' Report for the purposes of part 8 of the Charities Act 2011

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Bolton Carers Support		
Charity Registration:	1082166		
Company Registration:	03965369		
Registered Office:	Thicketford Centre Thicketford Road Tonge Moor Bolton Greater Manchester BL2 2LW		
Trustees:	Simon Thompson	Honorary Treasurer	
	Anne Oakes	Chair	
	Tim Hilton		Ended - 05/10/2021
	Anne Bain		Ended - 05/11/2020
	Abeda Hanslod		
	Enid Brooks		
	Sue Foster	Vice Chair	
	Harendra Purshotam Mistry		
	Frances Ayleen Benischke		
	Caroline Hilton		
	Sally Cooper		Ended - 26/05/2021
	Ian Cooper		Ended - 26/05/2021
	Elizabeth Pickles		
	Tracy Lee		Co-opted - 20/07/2021
	David Ruane		Co-opted - 26/05/2021
Company Secretary:	Georgette Kay		
Bankers:	Santander UK PLC Bridle Road Merseyside L30 4GB		
Independent Examiner:	Michael Garrett, FCA Kay Johnson Gee Limited 1 City Road East Manchester M15 4PN		

Bolton Carers Support would like to extend their sincere thanks and good wishes to Sally and Ian Cooper, and Tim Hilton who had to step down from their positions as trustees. They continue to be supportive of Bolton Carers Support in any way they can.

In our last report we stated that Anne Bain and Anne Oakes had served their six-year term as trustees and were both due to step down in November 2020.

However, due to the pandemic, we reached agreement to extend Anne Oakes' term for a maximum of a further two years. Anne Oakes has been Chair of trustees since December 2018 and has decided to now step down from her position as Chair at the AGM in November 2021. Bolton Carers Support is extremely grateful to Anne for her time as both trustee and Chair and wishes to extend good wishes to Anne for the future. Anne would also like to continue to offer her support to Bolton

Abeda Hanslod also comes to the end of her six-year term as a trustee at our 2021 AGM. Bolton Carers Support wishes to thank Abeda for her support and for offering to continue as a volunteer

We also wish to welcome David Ruane and Tracy Lee who were recently co-opted as trustees.

2 MESSAGE FROM THE CHAIR

As I ended last year's message, COVID-19 was whipping up a storm. However, as always, the Bolton Carers Support team were already working to find solutions. The staff themselves moved to remote working from home and are still working between office and home. This involved providing everyone with the equipment they needed and updating our helpline to a remote Cloud based system. We are very proud to say that our 24/7 helpline continued with no disruption throughout.

Some of our carers were 'shielders' themselves or cared for people who had to shield. Some of our carers and staff had COVID-19, and have had to also cope with very difficult personal situations.

To combat as many areas as we could our service flexed as best we could to respond to the needs of our carers and support our partners. This involved dealing with many new issues, such as delivering PPE and any other essential items to the doors of our carers, helping to organise grocery deliveries, providing proof of an individual being a carer, and helping to identify carers eligible for the COVID-19 vaccine as a priority. Our team were always at the end of the phone, able to discuss the many concerns and anxieties our carers faced.

We started to communicate via Zoom and had quizzes, stories and home yoga, along with other activities, and found out just how versatile our staff are!

The entire team contributed and supported each other throughout, and I couldn't be prouder of them or more thankful to them.

Our Chief Officer was very active in working with other groups like ours all across the borough. The value of this work cannot be underestimated, nor can a price be put upon it. We value our partners and recognise the value in working together to support our carers with the often complex situations they have to deal with.

Our 'Time for You' project came into it's own as a telephone befriending service and the wider staff team regularly checked in and phoned those members we knew to be vulnerable or alone. Indeed, all phone contacts took on new significance due to the effects of lockdown.

We managed to complete the European Social Fund Volunteer Training project, but in a limited format. We had to say goodbye to Helen, the Volunteer and Training Officer, as the 12-month project came to an end.

Our Fundraising Development officer took advantage of many training courses during lockdown and was instrumental in identifying emergency funds.

Our funders continued their support and Bolton CVS supported us in accessing emergency response monies given to help with COVID-19 for which we were very grateful. We were also grateful to those funders who sent us extra funds to help us through all the changes that had to be made. We would have struggled without any of our donors and a huge thanks goes to each and everyone of them.

Bolton is currently developing its Integrated Care Partnership and our Chief Officer is a key Voluntary Sector Leader in these discussions.

2 MESSAGE FROM THE CHAIR (continued)

Overall, I think we have shown our metal and made a lot of friends and supporters throughout this troubled period.

I have already extended my period of time as Chair and will have completed an extra year before this year's AGM at which point, I will be leaving the post. There is a new post COVID-19 dawn coming with new challenges and over the last three years I have faced enough challenges!

I have thoroughly enjoyed my time in the post, even the challenging bits. I do not intend to totally leave BCS and will continue to support as a volunteer.

I need to thank the health, social care and voluntary sector professionals who help us to raise awareness about carer needs and issues, and of course, carers themselves and volunteers who assist with a lot of our activities.

Every member of this team has fully earned my respect and I wish them all well on their journey.

A. Oakes

Anne Oakes

Chair of Bolton Carers Support

Date

22/11/21

3 STRUCTURE, GOVERNANCE AND MANAGEMENT

Registered charity and company limited and guarantee

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

Membership

Bolton Carers Support is a membership organisation. Full membership is available to carers, former carers and representatives of local groups who have registered with the charity. Associate membership is also available to carers' workers and local, regional and national voluntary and statutory organisations with an interest in carers' issues.

Carers are involved throughout the organisation as trustees and as volunteers. The knowledge and skills carers contribute ensures Bolton Carers Support is carer-led and delivers services carers need.

Governing body

Our governing body, the Board of Trustees (the 'Management Committee'), is responsible for the overall governance, policy and work of the charity, as outlined in our Memorandum and Articles of Association dated 5 April 2000. The Management Committee can have between 3 and 16 members and there is a requirement in the Memorandum and Articles of Association that "the company shall seek to ensure that at all times the majority of Management Committee members are carers".

The trustees are volunteers and do not receive any remuneration for their services but may claim reasonable expenses (such as travel costs) incurred through attending meetings and training sessions or through other duties.

The Management Committee usually meets formally every two months and is responsible for directing the affairs of the charity and ensuring that it is solvent, well run and delivers charitable outcomes for the benefit of carers.

Trustees' appointment, induction and training

Trustees bring a wealth of skills and insight based on their years of caring, and are passionate about improving services and support for carers in Bolton. The charity ensures that anyone interested in standing as a trustee is fully informed of what the role involves. Potential candidates meet with the Chair and Chief Officer before joining the Committee.

Following their appointment, new trustees are given a detailed 'Essential Guide for Trustees' and attend an induction session at the charity's offices. All trustees receive regular correspondence from the charity and are invited to training sessions (on topics such as: role responsibilities and expectations, equal opportunities, safeguarding, finances), planning for the future workshops, and charity events to help keep them up-to-date and engaged in its work.

Organisational structure and decision making

A Human Resources and a Finance Sub-Committee meets regularly to deal with matters relating to policies and procedures, personnel, premises and finance. The Sub-committees are attended by the honorary officers (the Chair, Vice Chair, Honorary Treasurer) and trustees with a particular interest in the remit of the Sub-committees. Minutes of meetings go to the Management Committee for approval.

Management

The Management Committee delegates operational planning and day-to-day management, including financial authority and staff management, to the Chief Officer. The performance of the Chief Officer is overseen by the Management Committee through reports and briefings presented by the Chief Officer, and through regular meetings with the Chair of the Management Committee.

3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The staff team

There are 10 staff members (2 full time and 8 part time):

Chief Officer and Company Secretary	Georgette Kay
Activities Co-ordinator	Peter Harmer
Fundraising Development Officer	Alison Caunce
Welfare Benefits Advisor	Elaine Holt
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Melissa Taylor
Outreach Worker	Zoe Hill
Time for You Project Worker	Laurent Fernandez-Moreno
Volunteer Training Officer	Helen Saarma (ended March 2021)

* Finance Support is supplied by TACCOUNTS (NW) LTD

Public benefit

The trustees have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the public benefit guidance published by the Charity Commission and this is detailed in the Objectives and Activities section of the Trustees Annual Report.

4 OBJECTIVES AND ACTIVITIES

Constitution policies and objectives

Bolton Carers Support provides information, emotional support, training and short breaks to carers over the age of 18 who live in Bolton or who care for someone living in Bolton. A carer is someone who supports a family member, relative or friend who cannot manage on his or her own because of illness, disability or old age. They do not have to live with the person nor be the only one who does the caring.

The Memorandum and Articles of Association states that Bolton Carers Support's objects are:

> *"To pursue any charitable purpose for the benefit of carers, in particular but not exclusively, to educate the public about the issues affecting carers and the stresses experienced by them, to provide information, support and services to carers living in or caring for someone in the Metropolitan Borough of Bolton".*

Bolton Carers Support has a 27-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 4,797 carers are being supported (as at 31 March 2021).

Our Vision

Bolton Carers Support wants all carers to feel valued and to receive the information, care and support they deserve.

4 OBJECTIVES AND ACTIVITIES (continued)

Our 7 Aims

1. **Carers will be informed, empowered and confident**
2. **Carers will have improved health and well-being**
3. **Carers will experience reduced social isolation**
4. **Carers will be trained and supported to care**
5. **Carers will be financially better off**
6. **Carers will have regular time off from caring**
7. **Bolton Carers Support is a strong and effective carers organisation**

Summary of our main activities

Carers Helpline	Carers can ring the helpline for information or emotional support, as well as for signposting information about aids and equipment, benefits, support groups, help at home, respite care, health services and other topics. The helpline is open 24 hours a day, 7 days a week, including bank holidays.
Carers Information and Advice Appointments	Information and advice appointments are held at the office so carers can talk face-to-face to a member of staff and discuss their caring situation in detail.
Carers Contact Newsletter	A free quarterly newsletter is sent to all carers registered with Bolton Carers Support, packed full of useful information on local services, forthcoming events and activities and carers' life stories.
Benefits Advice	Carers are helped to claim any benefits they may be entitled to, through telephone or in person appointments.
Short Breaks	A wide variety of group breaks (of a few hours duration - meals out, day trips, visits to places of interest) are arranged for carers to have some respite from their daily responsibilities.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being.
Carers Fact-Sheets	45 fact-sheets are available to download from the website, providing a clear overview of a topic and sources of help.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support.
Awareness-raising	Our outreach work raises awareness about carers, identifies 'hidden carers', and promotes Bolton Carers Support's services.
Work with health and social care professionals	Bolton Carers Support works with partners on joint initiatives to help identify, support and refer carers. Carers' issues are highlighted within a range of local plans and strategies.
Time for You sitting service	A service which enables carers to have a break from their caring role. This service developed into a telephone befriending service due to COVID-19 restrictions, offering carer/crisis support and bereavement support.

Please see our website www.boltoncarers.org.uk for more information
Twitter @boltoncarers
Facebook @boltoncarers

4 OBJECTIVES AND ACTIVITIES (continued)

During the pandemic

Bolton Carers Support has been an essential contact for unpaid carers and even more so throughout the pandemic. The nature of the calls/queries/concerns have been varied, but the complexity has increased. Calls to the helpline can be varied in length. Clearly a broader range of carer related issues were raised during the pandemic.

Key topics raised on the helpline and during befriending by carers during pandemic include:

- Communication & connection
- Mental Health
- Care home visits/concerns
- Bereavement support
- Shielding and Vulnerability
- Inability to contact other organisations for health/social care issues
- Loneliness
- Support with the caring role
- Understanding the rules/guidance and what they can and can't do
- Risks of paid carers continuing to provide care to cared for
- Emotional support - frustration & offloading
- Value of shared experience
- Accessing food - humanitarian hub
- Prescriptions
- Accessing PPE
- Vaccine queries and eligibility.

The 24-hour carers helpline ran throughout the pandemic with no interruption to service, which we have been complemented on by carers, as they have had trouble contacting other services.

Through the pandemic restrictions, activity involved and continues to involve:

- Carers 24-hour helpline - factual, signposting, listening ear
- Proactive phone calls to carers on a rolling programme
- Benefits advice and support
- Support in providing Carer ID proof
- PPE delivery
- Communication of key messages to carers through our channels - text, email, newsletter, phone, social media
- Quarterly newsletter with key information sent to all registered carers
- Ongoing registration of new carers to our database - with new carer information pack sent
- Digital inclusion and support, including loaning tablets with Wi-Fi, getting carers included and involved with Zoom
- Telephone befriending on a regular basis to carers
- Zoom sessions covering a range of supporting topics and opportunities to engage (e.g., mindfulness, fun quizzes, weekly coffee mornings)
- Doorstep visits and walking groups (1-1 and groups) linked to government guidance
- Skill and Confidence development
- Service being a point of contact for those confused in the system - connecting carers with health professionals - e.g., Dementia Lead at Hospital - and our service flagging up common themes to partners.

5 ACHIEVEMENTS AND PERFORMANCE

Identifying carers

Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation; looking after their partner, parent or child. They may not realise help is available. We identify hidden carers as this is the first step to getting support.

Unfortunately, our NHS Bolton Clinical Commissioning Group (CCG) funding for our Carers Health Linkworker role ended in May 2020. This has had a significant impact on the number of referrals we receive from GP practices.

During the year we identified 304 new carers through talks and presentations, information displays at events, social media, referrals from partner organisations, and noticeboards in GP surgeries. The total number of carers registered with Bolton Carers Support and receiving regular information at 31 March 2021 is 4,797.

Outreach Work to identify hidden carers in the community included:

- Zoom Groups
- Tonge Moor Carers Zoom Group. This started on June 1st 2020 and up until 31st March 2021, 40 sessions.
- Westhoughton Carers Zoom Group. This started on 15th June 2020, meet monthly, 9 sessions have been delivered. During the summer months of 2020 meetings were held in a local park.
- Reading for Wellbeing Zoom Group. This is a weekly Zoom which started on 20th October 2020, 21 sessions have been delivered.
- Carers Quiz Zoom Group. This is a weekly zoom which started on the 8th October 2020, 25 sessions have been delivered.
- Creative Wellbeing Zoom Group. This is a weekly zoom which started on 23rd March 2021, 2 sessions have been delivered.
- Green Space Meetings
- Walking Groups – when permitted - 12 sessions have been delivered at various locations across Bolton.
- Picnic in the Park - 4 sessions delivered during Summer 2020.
- Doorstep Visits - 13 sessions.
- Christmas hampers - delivered to 21 carers in conjunction with Tonge Moor Carers group.
- Creative wellbeing packs - delivered to 25 carers in the BL2 postcode.
- Befriending – maintained links with 7 carers who engage with activities but need extra support.

As part of our commitment to raise awareness about our work, we link into many local networks and meetings to ensure we keep up to date with local developments as well as sharing information about our service to encourage referrals from other groups and organisations. This has continued where possible.

Support and advice

Information, support and advice form the cornerstone of Bolton Carers Support services. Carers who contact the helpline receive information and advice and can often be referred or signposted onto other organisations for additional support.

Our Carers information and Advice Service, funded by Bolton Council, covers our helpline, website, information and advice appointments, factsheets, and newsletter. Our partnership with Careline provided by Bolton at Home, enables the helpline to be open 24 hours a day, 7 days a week and on bank holidays, ensuring that carers can access support and advice at a time when they most need it.

- 33,063 emails sent to carers
- 8,994 texts sent to carers
- 3,607 enquiries from carers were handled in the year as well as a significant number of enquiries from professionals/partners
- The Carers Contact newsletter was mailed/emailed out three times during this year, with an average of 4,655 issues sent out each time (we now only send electronic versions to professionals).
- There are a total of 45 carer factsheets in the series, with two reviewed during this period.

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Time for you Sitting Service

Due to COVID-19, this service developed into a telephone befriending service for carers.
There have been 42 referrals to the befriending service. Befriending relationships have been started with 37 carers and, at 31st March 2021, there are 34 active relationships. The majority of carers require a fortnightly call which, on average, lasts for about 30 minutes.

Carers referred into the befriending service tend to be identified as having more on-going complex needs - mental health, bereavement and loss, lack of family support, loneliness self-identified, change to relationship. They have a need for friendship/communication/contact – people have felt lonely. They are communicated with as the person that they are. There is no emotional attachment so they can just be themselves – sharing their present, past and future. Carers are being supported with use of compassion-based therapy techniques and goal setting.

The support offered to the individual focuses on understanding their present situation, the support they have, the services involved and in guiding them to access support according to their present needs - carer support, carers assessment, assessment of needs, specialised dementia services etc.

Carers are given encouragement to talk about their likes, interests and activities - present and past and to continue and start to be active no matter their ability- for example, around the home, chair-based exercise (if able to connect), short & longer walks (bearing safety/risk in mind).

Health matters are discussed, and a conversation is held about their own well-being and the importance of looking after self. Risk and safeguarding are also monitored.

Volunteers

Our volunteers were unable to connect with us in the same way due to the pandemic restrictions, and vulnerability and shielding issues. Our volunteers who haven't been able to continue supporting the service in the usual way, have been encouraged to support other services through the COVID-19 crisis where possible.

'Helping You, Helping Me'

'Helping You, Helping Me' was a 12-month project funded by the European Social Fund, developing skills and opportunities for carers, starting January 2020, just before the first lockdown began. Colleges/training providers could no longer deliver their services face to face and opportunities to volunteer were lost. Carers began self-shielding to protect either themselves or the person they were caring for and/or were unable to commit themselves to the project as respite services were reduced. Home schooling meant parent carers were under increased pressure. As Bolton was placed in the highest tier of restrictions in the country, it became evident that delivering the project in its original form was impossible.

Taking time out from caring responsibilities through learning, gardening, DIY or craft activities offered much needed respite, particularly when respite services weren't available during lockdown. The original bid highlighted low self-esteem and lack of self-belief amongst carers which was exacerbated by carers feeling 'forgotten' during lockdown. Learning a new skill provided much needed confidence and self-belief – one carer said his confidence had 'gone through the roof' since starting the project. For another carer, being able to get online for the first time means she can now join Bolton Carers Support's activities.

Although the overall number of carers reached was small, the difference it made to them was huge and the qualitative data we captured demonstrated this.

Benefits Advice Service

Our Benefit Advice Service, funded by both the National Lottery and Bolton CVS, continued to offer carers practical help to claim benefits. Due to COVID-19, home visits and office appointments were replaced by telephone appointments only.

The total benefit gain during the year was £260,093.28. The benefits advice service provided:

- 154 new telephone appointments
- 72 repeat telephone appointments
- 71 additional cases dealt with 8 attendees at Zoom workshop for Parents Group at Firwood School

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Activities for carers (short breaks, courses and special events)

Having a break is important for carers not just for their quality of life, but also to help them to maintain their ability to continue caring. Bolton Carers Support provides a varied programme of short breaks and courses for carers to have some respite from their responsibilities. The outbreak of COVID-19 and the subsequent lockdown had a significant impact on the delivery of short respite breaks for carers and the people they care for.

A number of planned events had to be cancelled, some at short notice, as we came to terms with the restrictions on movement and getting together.

In order to reduce the negative impact of the Covid constraints, we introduced workshops and classes which were delivered online via Zoom for carers to meet others and socialise, albeit on screen.

This brought its own challenges with many carers having the barrier of no internet access or limited knowledge of video conferencing etc.

To tackle these issues, we introduced a scheme to loan our tablet computers together with basic instructions, and back-up over the telephone learning and some home visits when restrictions allowed. This was, in many cases, very successful, but nonetheless challenging. This scheme is continuing as we try to upskill carers with knowledge and confidence in the use of information technology.

The following table outlines the respite breaks delivered over the 12-month period:

Events planned pre-Covid lockdown		**Carers participating per session**
Carer and Cared For Easter Lunch 2020	CANCELLED	**N/A**
Mystery Tour	CANCELLED	**N/A**
Yoga (3 sessions)	CANCELLED	**N/A**
Outdoor exercise (4 sessions)	CANCELLED	**N/A**
Workshops at Westhoughton / Kearsley / Halliwell & Thicketford		**N/A**
Aids & Equipment x 4	CANCELLED	**N/A**
Welfare Benefits x 4	CANCELLED	**N/A**
Planning for the Future x 4	CANCELLED	**N/A**

Workshops / classes via ZOOM		**Carers participating per session**
Coffee & Chat	Weekly (ongoing)	Up to 10*
Yoga & Relaxation	Weekly (20 sessions)	Up to 16*
Planning for the future	1 x session	8
Welfare benefits	1 x session	3
Aids & Equipment	1 x session	3
Mindfulness meditation	Carers Rights Day	11
Yoga	Carers Rights Day	8
Quiz	Carers Rights Day	15
Online crafts	2 x sessions	9
Gentle exercise	12 x sessions (Jan to March)	Up to 12*
Meditation	12 x sessions (Jan to March)	Up to 19*
Yoga & Relaxation	12 x sessions (Jan to March)	Up to 14*
Chair based exercise	3 x sessions	Up to 5*
* Indicates maximum number attending any one session as attendance fluctuated		
In addition to online sessions, there have been many hours spent with over the telephone assistance and instruction, and when restrictions allowed, home visits to allow carers to learn how to use and gain confidence in the use of IT equipment and access sessions via ZOOM etc.		

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Consulting with our carers

Throughout the year we have been proactively contacting our carers and listening to the need and support required through such extraordinary times. Learning from this period is currently being undertaken, with a second impact report being produced, following consultation with our carers and volunteers.

Funding

In an extremely challenging environment, this year has seen quite a shift change in the way in which funders have distributed grants and awards. We had disappointing news when one charitable trust with whom we have a very close relationship had to pause all of their grant making at the beginning of the pandemic. However, after a review of their work, they invited us to apply for further funding and we were awarded a grant in March 2021. The benefits of our partnerships with both Bolton Wanderers Charitable Trust and Marks and Spencer's Bolton Store unfortunately had to be deferred as a result of the pandemic but will, in due course and under the right circumstances, resume.

We were extremely grateful to receive emergency funding relating to the continuation and undisrupted service we were able to maintain throughout the year and this came from a range of sources including the National Lottery, DCMS, Neighbourly, CAF, Serco and Bolton's Fund.
Securing grants to allow us to purchase then loan out tablets with data, and provide training in the use of them to access the internet, was a major step forward in Bolton Carers Support contributing to reducing the digital divide, whereby some people were likely to miss out on the help and services that became especially available over the last year as people faced the stay at home and shielding guidance. During the year, we received our first donation as a result of your participation in our partnership lottery with Bolton Hospice.

We have some exciting work to look forward to. We are going to continue to try and diversify the sources of our funding, within COVID-19 guidance, and are also going to build on the trust our funders have shown in us to continue delivering what you, as carers, need.

Appreciation of volunteers

The contribution made by carers and former carers who are volunteers is enormous. Volunteers help staff members with: newsletter mail-outs; events for carers; and deliver workshops and craft activities. The staff and trustees wish to thank all our volunteers.

Feedback from carers

"Thanks for the call, we've had a laugh and it's really cheered me up"

"Thank you to carers for your support help and advice this morning. I was able to access help - I feel like a great weight has been lifted from me, a very valued and appreciated service you offer. Thanks again"

"Thanks for everything you have been doing for me. It is so helpful knowing that I have someone to talk to."

'The additional income is very welcome as we are pensioners living on the basics and fighting through the benefit system is a nightmare. We are in a much better position now.'

5 ACHIEVEMENTS AND PERFORMANCE (continued)



5 ACHIEVEMENTS AND PERFORMANCE (continued)

'Thank you for keeping in touch and for all the hard work you are doing during these unprecedented times.'

'The online groups have been a lifeline during the lockdowns. I'm not sure how I would have coped without you being there for us. '

'I can't tell you how much it means to know that there's someone I can turn to for help. It was lovely talking to you and gives me peace of mind knowing that we've got someone on our side. Thank you for all your help. '

What a fantastic organisation, providing such a vital service for the many carers in Bolton. Caring can be such a difficult & trying role leaving many carers exhausted most of the time & also a sense of being on a daily often lonely treadmill"

'The additional income has given my Mum security, confidence and peace of mind. We have to say that as much care and support was given over the phone as when the original Home Visit was made and for that we are very grateful.'

'I was completely unaware of what I was entitled too. The additional income means I can now concentrate on caring for my husband without any financial worries.'

"The joy is the satisfaction in learning new skills, putting it into practice and the end result'.

'I contacted Bolton Carers Support for some help about Covid and vaccinations, benefits for my son and some information about social groups, as we hadn't been going out because of the pandemic. It's been good having the tablet and learning how to use it. We can keep in touch with our family and join in the groups. It has been good to meet other people.
Thank you everyone for your help'

"My life would have been much harder without you to talk to"

6 FINANCIAL REVIEW

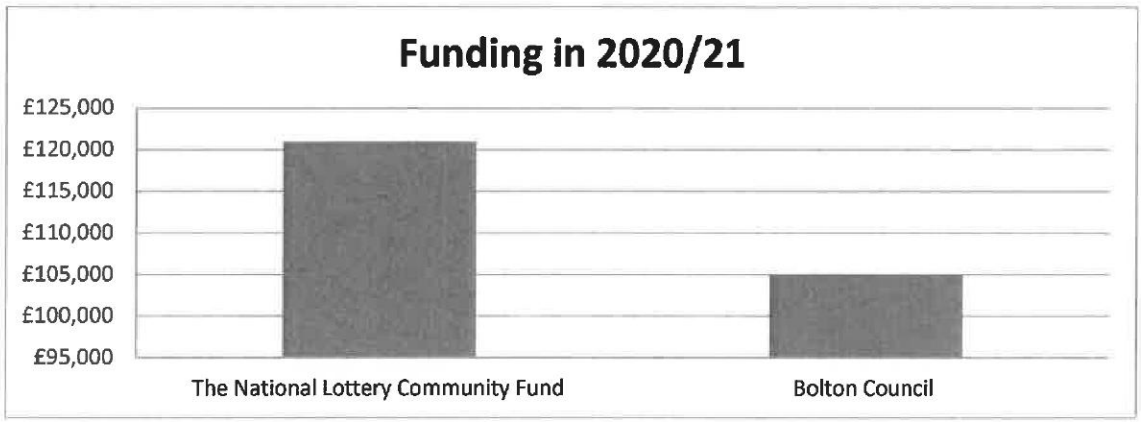
The 2020-2021 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- Bolton Council (Adult Services) which funds the 24 hour helpline and information service and Time for You Sitting
- The National Lottery Community Fund which funds the Connected and Informed project.

The trustees wish to thank all our funders for their support.



- The National Lottery Community Fund £121,030
- Bolton Council £105,128

7 STATEMENT OF TRUSTEES RESPONSIBILITIES

Compliance with Accounting Standards

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no information relevant to these financial statements of which the charitable company's independent examiner is unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Internal controls and risk management

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, including financial controls. The charity's systems of internal controls are designed to provide reasonable assurance against material financial misstatement or loss to the charity.

Trustees examined the major strategic, business and operational risks which the charity faces and a formal risk management process is in operation across the charity, with a risk management policy and disaster recovery plan in place, and reviewed and updated annually. Potential risks are assessed as to their likelihood and impact and the consequent actions necessary taken to manage those risks. Other management processes in place include:-

- regular review of financial management reports comparing income and expenditure with agreed budgets and year-end forecasts;
- ongoing review of a reserves policy that takes account of the risks of streams of income and expenditure; and
- regular review of insurance cover to take account of potential risks (such as business continuity).

The trustees are satisfied that appropriate actions are being taken to manage risk and that the charity's internal controls comply with the guidelines issued by the Charity Commission.

Liabilities

In the event of the company winding-up, members and those who have ceased to be a member within one year of such an event have guaranteed the liabilities of the company to the sum not exceeding one pound each.

Investment policy and objectives

The trustees invest surplus funds in high rate deposit accounts until required for the charity's use.

Reserves policy

The charity's policy is to invest its funds in the ongoing expansion of the work and reach of the charity but to retain sufficient levels of unrestricted reserves to enable us to continue our core strategic activities, in order to allow trustees to meet their day-to-day responsibilities and to ensure that it continues to operate on a sound basis. The trustees consider the financial position to be satisfactory and funds held are sufficient for:

- the purchase or replacement of equipment and furniture;
- service development to allow for the setting up of new projects and extending existing projects;
- contingency resources to allow the charity to be wound up in an orderly fashion in the event that it ceases to operate.

Going Concern

The trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

Independent examiner

The trustees have reappointed Michael Garrett of Kay Johnson Gee Limited to undertake the Independent Examination.

The trustees report was approved by the Management Committee and signed on its behalf by:

A. Oakes

Anne Oakes
Chair of Bolton Carers Support

Date
22/11/21

BOLTON CARERS SUPPORT

Independent Examiner's Report to the Trustees of Bolton Carers Support
As at 31 March 2021

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Bolton Carers Support ('the charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Use of my report

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

M A Garrett

Michael Garrett FCA
Kay Johnson Gee Limited
1 City Road East
Manchester
M15 4PN

Date 22 November 2021

BOLTON CARERS SUPPORT

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2021

	Note	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
INCOME					
Income from donations and legacies					
Core income		**17,351**	-	**17,351**	24,629
Investment Income	**3**	**221**	-	**221**	420
Income from charitable activities	**4**				
- NHS Bolton CCG		-	**3,803**	**3,803**	26,198
- Bolton Council		-	**105,128**	**105,128**	91,410
- The National Lottery Community Fund		-	**121,030**	**121,030**	60,144
- Community Lottery 2020			-	-	32,455
- E Wright		-	**5,563**	**5,563**	20,000
- Bolton CVS		-	**10,559**	**10,559**	16,423
- Other charitable activites			**21,431**	**21,431**	15,549
Total income		**17,572**	**267,514**	**285,086**	287,228
EXPENDITURE					
Expenditure on charitable activities					
- NHS Bolton CCG		-	**3,803**	**3,803**	26,787
- Bolton Council		-	**105,128**	**105,128**	91,410
- The National Lottery Community Fund		-	**121,030**	**121,030**	68,744
- Community Lottery 2020		-	-	-	32,455
- E Wright		-	**5,563**	**5,563**	20,000
- Bolton CVS		-	**10,559**	**10,559**	16,423
- Other charitable activites		-	**21,431**	**21,431**	15,549
- Governance costs	**5**	**3,521**	-	**3,521**	3,037
- Other resources expended		**3,907**	-	**3,907**	21,946
Total expenditure		**7,428**	**267,514**	**274,942**	296,351
Net income (expenditure)	**6**	**10,144**	-	**10,144**	(9,123)
Funds at 1 April 2020		**68,668**	-	**68,668**	77,791
Funds at 31 March 2021		**78,812**	-	**78,812**	68,668

BOLTON CARERS SUPPORT

Balance Sheet
As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	**10**	**422**	797
Current assets			
Debtors	**11**	**108,471**	6,341
Cash at bank and in hand		**162,663**	139,942
		271,134	146,283
Creditors : amounts falling due within one year	**12**	**(192,744)**	(78,412)
Net current assets		**78,390**	67,871
Net assets		**78,812**	68,668
Funds			
Restricted funds	**15**	**-**	-
Unrestricted funds	**15**	**78,812**	68,668
Total funds		**78,812**	68,668

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2021 and of its net income for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The financial statements on pages 20 to 27 were approved by the Board of Trustees :

A Oakes

Anne Oakes
Trustee

Date 22/11/21

Simon Thompson
Trustee

Date 22/11/2021

BOLTON CARERS SUPPORT

Statement of Cash Flows
For the year ended 31 March 2021

	2021 £	2020 £
Net cash flow from operating activities	**22,721**	(1,193)
Cash flow from investing activities		
Purchase of tangible fixed assets	**-**	(498)
Net cash flow from investing activities	**-**	(498)
Change in cash and cash equivalents in the year	**22,721**	(1,691)
Cash and cash equivalents brought forward	**139,942**	141,633
Cash and cash equivalents carried forward	**162,663**	139,942
Cash and cash equivalents consists of:		
Cash at bank and in hand	**162,663**	139,942
Net cash flow from operating activities		
Net income (expenditure)	**10,144**	(9,123)
Depreciation	**375**	513
(Increase) decrease in debtors	**(102,130)**	(3,907)
(Decrease) Increase in creditors	**114,332**	11,324
	22,721	(1,193)

1 General information

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

2 Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations is included in the accounts for the period in which payment was received.

Investment income comprises of interest, and is accounted for on a receivable basis.

Grants and contract income receivable is credited to the SOFA in the period in which the charity becomes entitled to receive the grant. Grants which are for a specific future period are deferred to that period.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure is recognised when it is incurred and is reported gross of related income on the following basis:

- Costs of generating funds comprise costs associated with attracting voluntary income and the costs of other income generated.
- Charitable expenditure comprises direct expenditure including direct staff costs attributable to its activities. Where costs cannot be directly attributable, they have been allocated to activities on a basis consistent with the use of resources as described below.
- Governance costs, including those incurred in the governance of its assets and are directly associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation on fixed assets is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixture and Fittings	15% straight line
Computer Equipment	25% straight line

At each balance sheet date, the company reviews the carrying amounts of its fixed assets to determine whether there is any indication that any items of tangible fixed assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Fund balances

Unrestricted funds are incoming resources receivable or generated for the objects of the charity, without restriction, and are available as general funds to be applied as the charity sees fit.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs and other post-retirement benefits

The charitable company contributes to a Stakeholder pension scheme. Contributions payable to the stakeholder pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

Bolton Carers Support is a registered charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

3 **Investment Income**	**Unrestricted 2021 £**	**Restricted 2021 £**	**Total 2021 £**	Total 2020 £
Deposit account interest	**221**	-	**221**	420

4 **Income from charitable activities**	**Unrestricted Funds 2021 £**	**Restricted Funds 2021 £**	**Total Funds 2021 £**	Total Funds 2020 £
NHS Bolton CCG	-	**3,803**	**3,803**	26,198
Bolton Council	-	**105,128**	**105,128**	91,410
The National Lottery Community Fund	-	**121,030**	**121,030**	60,144
Community Lottery 2020	-	-	-	32,455
E Wright	-	**5,563**	**5,563**	20,000
Bolton CVS	-	**10,559**	**10,559**	16,423
Garfield Weston	-	**4,225**	**4,225**	1,607
E D Befriending Service	-	**2,396**	**2,396**	1,655
European Social Fund	-	**14,699**	**14,699**	4,998
February Fund	-	**111**	**111**	4,889
Sir James and Lady Scott	-	-	-	2,400
	-	**267,514**	**267,514**	262,179

5 **Governance costs**	**2021**	2020
	£	£
Unrestricted Expenditure		
Accountancy and independent examination fees	**3,265**	2,893
Trustee expenses	**256**	144
	3,521	3,037

6 **Net income (expenditure)**	**2021**	2020
	£	£
Net incoming resources are stated after charging:		
Independent examiner's fees	**3,265**	2,893
Depreciation of tangible fixed assets	**376**	513

7 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

8 Staff costs

No employee received remuneration in excess of £60,000.

9 Trustee remuneration and expenses

None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £256 (2020: £144) were paid during the year.

10 **Tangible fixed assets**	**Fixtures & fittings**	**Computer equipment**	**Total**
Cost or valuation	**£**	**£**	**£**
At 1 April 2020	26,528	16,355	42,883
At 31 March 2021	26,528	16,355	42,883
Depreciation			
At 1 April 2020	26,292	15,794	42,086
Charge for the year	65	311	375
At 31 March 2021	26,357	16,105	42,461
Net book value			
At 31 March 2021	**171**	**250**	**422**
At 31 March 2020	236	561	797

11 Debtors

	2021	2020
	£	£
Trade Debtors	**108,471**	6,341
	108,471	6,341

12 Creditors : amounts falling due within one year

	2021	2020
	£	£
Trade Creditors	**1,869**	347
Accruals	**8,000**	8,000
Deferred income (note 13)	**182,875**	70,065
	192,744	78,412

13 Movement in deferred income

Funds	Balance at 1 April 2020 £	Utilised £	Unutilised £	Balance at 31 March 2021 £
NHS Bolton CCG	3,803	(3,803)	100,000	100,000
Bolton Council	22,927	(22,927)	10,301	10,301
The National Lottery Community Fund	11,843	(11,843)	8,583	8,583
E Wright	13,332	(13,332)	7,769	7,769
Bolton CVS	1,938	(1,938)	-	-
Garfield Weston	4,225	(4,225)	-	-
E D Befriending Service	10,096	(10,096)	-	-
February Fund	111	(111)	-	-
National Lottery Community Fund - Connected and Informed Project - Core Salary	-	-	54,000	54,000
CVS Digital Innovation Fund	-	-	815	815
CVS Digital Inclusion Fund	-	-	1,333	1,333
CVS the Haulgh Big Local Fund	-	-	74	74
Core income	1,791	(1,791)		-
	70,065	**(70,065)**	**182,875**	**182,875**

14 Pension commitments

The company operates a defined contributions scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £13,980 (2020 - £13,722).

15 Movement in funds

	Note	Balance at 1 April 2020	Income	Expenses	Transfers	Balance at 31 March 2021
Restricted funds:		£	£	£	£	£
NHS Bolton CCG	i.	-	3,803	(3,803)	-	-
Bolton Council	ii.	-	105,128	(105,128)	-	-
The National Lottery Community Fund	iii.	-	121,030	(121,030)	-	-
E Wright	iv.	-	5,563	(5,563)	-	-
Bolton CVS	v.	-	10,559	(10,559)	-	-
Garfield Weston		-	4,225	(4,225)	-	-
E D Befriending Service		-	2,396	(2,396)	-	-
European Social Fund	vi.	-	14,699	(14,699)	-	-
February Fund		-	111	(111)	-	-
Sir James and Lady Scott		-	-	-	-	-
		-	267,514	(267,514)	-	-
Unrestricted funds:						
General funds		68,668	17,572	(7,428)	-	78,812
Total funds		**68,668**	**285,086**	**(274,942)**	**-**	**78,812**

Notes on restricted funds

i. NHS Bolton Clinical Commissioning Group funded the Health Linkworker post.
ii. Bolton Council (Adult Services) funds the Helpline and Information Service, and Time for You project.
iii. The National Lottery Community Fund includes The National Lottery Community Fund Connected and Informed project, Government Coronavirus Community Support Fund, The National Lottery COVID-19 funding.
iv. Funding from Eric Wright Charitable Trust has been used to fund the Fundraising Development Officer Post.
v. Bolton Community and Voluntary Service (CVS) have funded the Bolton Leadership Project, and additional Benefits Advice Officer hours.
vi. The European Social Fund has provided funding for a project to support the development of skills and opportunities for carers.

16 Analysis of total funds

	General Funds	Restricted Funds	31 March 2021	31 March 2020
Analysis by type of asset and liability	£	£	£	£
Tangible fixed assets	422	-	422	797
Net current assets	78,390	-	78,390	67,871
	78,812	-	**78,812**	68,668

17 Employees and Directors

The average number of employees during the period was 10 (2020 - 9)